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CONTENTS

Preface i-vii

1 SERVICE ORDER ADMINISTRATION
   Overview 1-2
   Service Standards 1-2
   LNP Provisioning Flow 1-3
   What You Need to Offer LNP Service 1-6

2 GETTING STARTED
   Overview 2-2
   Understanding Java and Firewalls 2-3
      Installing the Java Plug-in 2-3
      Adding Switches 2-12
   Logging On 2-12
   Logging Off 2-16

3 SOA FUNCTIONS FOR ADMINISTRATORS
   Overview 3-2
      Establishing Users 3-2
      Managing Personnel 3-3
      Setting User Passwords 3-5
      Modifying User Permissions 3-7
      Working with NPA-NXXs 3-8
      Retrieving a Select List of NPA-NXXs 3-9
      The SCP Services Window 3-10
      Managing Switch Information 3-11
      Checking NPAC Status for an LRN 3-13
      The Service Provider Information Window 3-13

4 SOA INTERFACE OVERVIEW
   Viewing the SOA 4-2
   Understanding Terms in The SOA 4-3
   Understanding SOA Error Messages 4-3
5 MANAGING SUBSCRIBER INFORMATION
   Overview  5-2
   Creating Subscribers  5-2
   Finding Existing Subscribers  5-4
   Deleting Subscribers  5-6
   Adding Notes  5-6
   Using the Summary Status Section  5-7

6 WORKING WITH NUMBER POOLING BLOCKS
   Administering Number Pooling  6-2
   Activating NPA-NXX-Xs  6-2
      Modifying Number Pooling Blocks  6-6
   Performing Remote Queries on NPA-NXX-Xs  6-10
   Performing Remote Queries on Pool Blocks  6-12
   Viewing NPA-NXX-Xs and Number Pool Blocks  6-14

7 FINDING TNS
   Overview  7-2
   Finding TNS  7-2
      Performing Searches  7-3
   Functions You Can Perform on Found TNS  7-4

8 PORTING TNS
   Performing Inter-Service Provider Ports  8-2
   Performing Intra-Service Provider Ports  8-2
   Pulling TNS  8-3
   Pushing TNS  8-5
      Creating SVs From Canceled TNS  8-6
   Activating TNS  8-9
   Grouping TNS  8-12
   Porting to Original  8-14

9 WORKING WITH TNS
   Overview  9-2
   Finding TNS to Modify  9-2
CONTENTS

New Service Provider Modifying Active TNs 9-4
New Service Provider Modifying Pending, Disconnect Pending, or Conflict TNs 9-6
Modifying Multiple TNs 9-6
Adding or Removing Conflicts 9-7
Canceling Subscription Versions 9-10
Disconnecting TNs 9-13
Understanding Disconnected TNs 9-15
Understanding Old and Frozen TNs 9-15

10 RESPONDING TO OTHER COMPANIES

Overview 10-2
  Accepting a Pull 10-3
  Accepting a Push 10-5
  Accepting a Cancel 10-7
  Denying a Pull 10-10
  Denying a Push 10-12
  Removing Conflicts 10-14

11 PERFORMING FUNCTIONS ON TNS

Overview 11-2
  Reports on Current Status 11-2
  Porting History 11-5
  Remote Query 11-9
  SOA-NPAC Audit 11-13
  Creating an SV Audit 11-13
  Managing an SV Audit 11-14
  Deleting TNs 11-15

12 NPA SPLITS

Overview 12-2
  NPAC Requirements for Implementing NPA Splits 12-2
  The Split Process 12-3
  The PDP 12-4
  Key Dates Associated with NPA Splits 12-5
13 MAINTENANCE AND TROUBLESHOOTING

Troubleshooting SOA Interface  13-2
NPAC Issues   13-2
NPAC Maintenance Windows   13-2
Interpreting Interface Error Messages   13-2
Troubleshooting NPAC Issues   13-3
Business Recovery Service Goals for ICP and SOA Issues  13-4

A GLOSSARY
B SOA ERRORS
SOA Errors   B-2
C PORTING SCENARIOS
D NPAC STATES
NPAC States   D-2
E NP PROVISIONING STANDARDS AND TIMEFRAMES
NP Provisioning Standards and Time Frames  E-2
F INDUSTRY NP DOCUMENTATION
G CODE OPENING PROCEDURES
Code Opening Procedures  G-2
H FIRST-USE NOTIFICATION
Viewing NPA-NXX First-use Reports Online  H-2
I SOA SETUP FORM
SOA Setup Form—Example  I-2
J NPA SPLIT SCENARIOS
NPA Split Scenarios  J-2
Preface

Welcome to the VeriSign Local Number Portability Service Order Administration solution. This document provides you with a brief overview of number portability and guides you through the procedures to administer porting through the VeriSign interface.

About This Guide

The VeriSign LNP Service Order Administration User’s Guide provides complete instructions for using the SOA to administer porting. It consists of the following chapters:

CHAPTER 1, SERVICE ORDER ADMINISTRATION: Provides a general overview, including how SOA functions within the overall LNP provisioning flow, industry standards that SOA services meet, and information about elements your company must have in place (in addition to SOA functionality) to provide LNP service.

CHAPTER 2, GETTING STARTED: Describes the SOA’s hardware and software requirements, network configuration information and how to log on and off the SOA application.

CHAPTER 3, SOA FUNCTIONS FOR ADMINISTRATORS: Includes information for personnel management. The section also covers management of high-level portability information including Numbering Plan Areas (NPAs), Location Routing Numbers (LRNs) and other switch information.

CHAPTER 4, SOA INTERFACE OVERVIEW: Includes lists of SOA window components, definitions of SOA terms and error message types.

CHAPTER 5, MANAGING SUBSCRIBER INFORMATION: Describes functions including adding new subscribers to the SOA database, adding notes to a subscriber, finding existing subscriber records, and adding notes to a subscriber.

CHAPTER 6, WORKING WITH NUMBER POOLING BLOCKS: Describes how to perform administrative tasks on number pooling blocks through the online interface.

CHAPTER 7, FINDING TNS: Explains how to find information about TNs based on various search criteria. This section is critical in making sure you are performing actions on TNs in a timely manner.

CHAPTER 8, PORTING TNS: Describes how to port a telephone number to or from another service provider.

CHAPTER 9, WORKING WITH TNS: Explains how to perform actions on subscription versions (SVs) and TNs that you initiated, including changing information on TNs that are in a pending, active or conflict state, removing conflicts, canceling SVs and disconnecting TNs that are no longer in service.

CHAPTER 10, RESPONDING TO OTHER COMPANIES: Shows how to accept and deny requests from other companies and remove conflicts.
CHAPTER 11, PERFORMING FUNCTIONS ON TNS: Shows how to look at current status of TNs, view porting history, perform a remote query, perform audits and delete old TN records from the SOA.

CHAPTER 12, NPA SPLITS: Detailed information about the NPA split process including NPAC requirements, roles and responsibilities.

CHAPTER 13, MAINTENANCE AND TROUBLESHOOTING: Describes what to do if your customers are having problems or you encounter trouble with the interface. The section also includes the interface troubleshooting process and business recovery service goals.

**Reporting Problems**

If you have a problem with your service, contact the VeriSign Number Portability customer service specialists:

- Telephone: 1-800-416-3882
- Fax: 360-923-3477

VeriSign customer service specialists are available 24 hours a day, seven days a week. If you call the help desk to report a problem with your service, be prepared to provide the following information:

- Your company name and service provider ID (SPID)
- Your name and call-back number
- Your login name
- Description of the problem
- Date and time the problem occurred
- Affected TNs
- NPAC region
- Current status of the problem
- Steps you might have already taken to isolate and solve the problem

Your customer service specialist will review your problem and provide assistance. If necessary, you will be issued a trouble ticket number, and your customer service specialist will refer the issue to the appropriate support personnel for further investigation.

**Training and Support**

New user training for the SOA interface is included with your SOA service. The VeriSign Number Portability Implementation team performs new user training by phone within 90 days of contract signing. Training is offered to six individuals, or up to nine hours of sessions, whichever comes first.
Supplemental Training Options

Supplemental training is available for an additional fee:

- On-site training at VeriSign is available by arrangement.
- Supplemental phone training for additional users—phone training for additional users after the initial training allotment is used.

For more information, contact your customer service specialist.

NOTE

TRAINING FEES DO NOT INCLUDE COSTS FOR TRAVEL AND ACCOMMODATIONS.
Opening Online Documentation

To print additional copies and future updates of this document, you must use Adobe Acrobat Reader, a freeware application that allows you to view and print portable document format (PDF) files. To download the application, go to: http://www.adobe.com/products/acrobat/readstep2.html and follow the instructions provided.

To download updated user documentation:

Updated documents and forms are posted to VeriSign's Web page. Passwords, available from your account manager or your customer service specialist, are required to open the documents.

   The VeriSign home page opens.

2. Click Products/Services.
The Products and Services menu opens.


4. Under Resources, click **Documentation**.
The VeriSign Telecommunication Services Documentation menu opens.

5. Under Database Services, click **Local Number Portability**.
The Local Number Portability Documentation menu opens.

6. Under the heading “User Guides,” click **LNP Service Order Administration (SOA) User’s Guide 4.2**.

The User Name and Password dialog box opens.

7. Type your **User Name** and **Password** and click **OK**.

The document opens in Adobe Acrobat Reader. You can now read online or print.
User Names and Passwords for Documentation

Documentation passwords provide general access to product documentation and forms. They are available from your VeriSign customer service specialist.

TIP

Documentation passwords are exclusively for opening documentation— they are not used to log in to the interface. See Chapter 2, Getting Started for instructions about logging in to the interface.
In This Chapter

Overview  1-2
Service Standards  1-2
LNP Provisioning Flow  1-3
What You Need to Offer LNP Service  1-6
Overview

The VeriSign nationwide LNP Service Order Administration (SOA) service enables you to send subscription information to regional Number Portability Administration Centers (NPACs) to effect the porting of telephone numbers (TNs). Because the VeriSign SOA connects to all available NPACs, you do not have to spend the time involved with establishing individual connections to the NPACs and maintaining your own system. In addition, the SOA delivers ease of use through a graphical user interface and access over the Internet.

The SOA is one component of the complete VeriSign LNP solution. Other services include:

- LNP Data Access service: includes a Local Service Management System (LSMS) for downloading information from the NPACs
- SCP/STP platform: makes LSMS information available to you for call routing.

For more information, contact your VeriSign Account Manager.

Service Standards

The VeriSign SOA meets or exceeds industry SOA standards defined in:

- Interoperable Interface Specification for Number Portability Administration Center Service Management System (IIS-NPAC-SMS), from the North American Numbering Council (NANC)
- Functional Requirements Specification for Number Portability Administration Center Service Management System (FRS-NPAC-SMS) from NANC

The SOA delivers:

- Near real-time posting of transactions to the NPACs (ability to process two Common Management Information Protocol (CMIP) transactions per second).
- Automatic posting of transactions to the correct regional NPACs, without additional steps (this functionality is critical to service providers operating in multiple regions).
- Individual and range TN transactions.
- On-screen notification of SOA and NPAC error messages, as well as transactions received successfully.
- Event logging of all transactions that occur, even when you are not logged into the SOA.
- Access to status information and transaction history of numbers.
• Transaction retrieval of activity performed by other service providers that might need action by you, such as concurrence or authorization for number porting and conflict resolution.
• Notification from VeriSign of NPAC downtime (scheduled and unscheduled) and any NPAC failures to download information to LSMSs.
• Subscription version auditing capability between the SOA and NPAC.
• Encryption and password protection into the SOA and on-site security at the VeriSign data administration building to prevent unauthorized access to your subscriber information.
• Access to the SOA application 24 hours a day, seven days a week, with the exception of the standard NPAC maintenance window. See your SOA login page for a schedule of NPAC maintenance service (http://www.illuminet.com/apps/lnp.shtml).
• Customer service support 24 hours a day, seven days a week.

LNP Provisioning Flow

To use the VeriSign SOA effectively, it is helpful to understand how the SOA fits into the general LNP provisioning flow. Review your interconnection agreement to determine your number porting procedures.

The record for a transaction performed on a ported telephone number (TN) as it travels through the SOA is referred to as a subscription version (SV). SVs facilitate porting TNs between service providers and disconnecting TNs that are no longer in use.

The VeriSign SOA also allows you to perform actions on subscription versions already in progress. These actions include canceling a subscription version, placing a subscription version in conflict and others.

For more information on various provisioning flows, see your regional NPAC documents accessible on the Internet at www.npac.com.

NOTE
SERVICE PROVIDERS MUST COMPLETE CERTAIN ACTIONS, SUCH AS PLACING A SUBSCRIPTION VERSION IN CONFLICT, WITHIN SPECIFIC TIME FRAMES. THESE TIME FRAMES APPEAR IN APPENDIX F OF THIS GUIDE, AND IN THE NORTH AMERICAN NUMBERING COUNCIL (NANC) REGIONAL DOCUMENTS LISTED UNDER SERVICE STANDARDS ON PAGE 1-2.

The diagrams on the following pages illustrate the LNP provisioning flows for service providers (SPs).
NEW SP INITIATES PORT – “PULL” SCENARIO

NEW AND
OLD SP

NPAC AND
LSMS

Old and new SPs use the Local Service Request (LSR) / Firm Order Commitment (FOC) process to initiate porting

New SP notifies NPAC of change request via SOA

Old SP has option to use SOA to concur with port

New SP coordinates any physical changes with old SP

New SP adds central office (CO) switch translations for subscriber

New SP uses SOA to inform the NPAC to activate the port

Progression of time

Old SP removes CO switch translations for subscriber

NPAC downloads to all connected LSMSs to activate the subscription

LSMSs download updated routing information to the SPs

PORT IS COMPLETE
OLD SP INITIATES PORT – “PUSH” SCENARIO

NEW AND OLD SP

- Old and new SPs use the Local Service Request (LSR) / Firm Order Commitment (FOC) process to initiate porting

NEW SP

- New SP uses SOA to concur
- New SP coordinates any physical changes with old SP
- New SP adds central office (CO) switch translations for subscriber
- New SP uses SOA to inform the NPAC to activate the port

OLD SP

- Old SP notifies NPAC of change request via SOA
- Old SP removes CO switch translations for subscriber

NPAC AND LSMS

- NPAC downloads to all connected LSMSs to activate the subscription
- LSMSs download updated routing information to the SCPs

PORT IS COMPLETE

LOCAL NUMBER PORTABILITY
Understanding why an Old SP Might Want to Push

Due to internal technology issues, some service providers prefer to push numbers to the new SP rather than waiting for the new SP to pull. This means that even when another SP is taking away customers, the old SP prefers to initiate the port for smoother internal process flow.

What You Need to Offer LNP Service

- **SS7 connectivity**: LNP is an SS7-based service. If you have yet to upgrade to SS7, VeriSign can help with a variety of connectivity options to our nationwide SS7 network. Call your VeriSign Account Manager for more information.

- **Interconnection agreements that cover LNP**: You must update your existing interconnection agreements (with RBOCs, major independents, etc.) to include LNP service. If you do not have any agreements in place, you must establish LNP them with all Local Exchange Carriers (LECs) in territories where you plan to provide service.

- **Regional NPAC user agreements**: Neustar, the industry’s NPAC provider, requires every service provider to sign an NPAC User Agreement for each region in which the provider is offering LNP. You must work directly with Neustar to obtain copies and complete these agreements. It is important to have NPAC User Agreements in place before offering commercial LNP service. Call 1-888-672-2435, or go to www.npac.com for more information and instructions.

- **Data access capability**: You must have access to routing information when performing LNP call processing. VeriSign delivers a complete LNP Data Access service which includes our LSMS and Service Control Point (SCP)/Signal Transfer Point (STP) platform. Call your VeriSign Account Manager for details.

- **Switch upgrades**: You must have LNP-capable software installed on your switches. You might also need additional processing power. Call your switch manufacturer for more information.

- **For more details about LNP in general**: See the VeriSign LNP Implementation Guide and the list of industry documentation listed in APPENDIX F, INDUSTRY NP DOCUMENTATION.
GETTING STARTED

In This Chapter

Overview 2-2
Understanding Java and Firewalls 2-3
Installing the Java Plug-in 2-3
Adding Switches 2-12
Logging On 2-12
Logging Off 2-16
Overview

To use the online interface, you must have the following software:

- A Microsoft Windows operating system: Windows95 or later
- Internet access (for optimal performance, use the fastest access available)
- A Netscape or Internet Explorer browser with Java 1.3.1 enabled
- Screen resolution set to 1024x768 or higher

NOTE

BEFORE LOGGING ON TO THE INTERFACE, YOU MUST SUBMIT THE SOA SETUP FORMS (AVAILABLE FROM YOUR ACCOUNT MANAGER). AFTER VERISIGN RECEIVES YOUR FORMS, AN IMPLEMENTATION AND SUPPORT MANAGER WILL CONTACT YOU TO SET UP TRAINING AND ORIENTATION.

If you experience technical difficulties running the interface, see CHAPTER 13, MAINTENANCE AND TROUBLESHOOTING, or call the LNP Help Desk at 1-800-416-3882.

Selecting an Interface Administrator

During the implementation process you must designate an individual at your company to serve as the interface administrator. The administrator performs several user management duties, including:

- Establishing and managing user permissions in the SOA
- Changing user passwords

In addition to managing the users, the administrator manages high-level NP information, including:

- Maintaining current information about portable NPA-NXXs you serve
- Adding and deleting switches

For instructions about performing administrative duties in the SOA interface, see CHAPTER 3, SOA FUNCTIONS FOR ADMINISTRATORS.
Understanding Java and Firewalls

When you log on to the interface, you are connecting through standard HTTP protocol on the standard HTTP Port (80). When following the links to the VeriSign server, you are connected securely through HTTPS protocol on the standard HTTP port (443).

After it is verified, Java is downloaded.

As part of the download, port information is passed. All ports assigned to your company are exclusive to your SPID. From this point on, the applet communicates with the interface server through the assigned ports through TCP/IP. If your network is configured with either firewalls or SOCK/proxy servers, the firewall or SOCK/proxy server must be configured to allow bidirectional communication to the VeriSign ports.

You can restrict the firewall rules to allow connections originating from your network only (even to the machine this application will run on) and destination IP of 198.202.216.6 (www.soaprod.VeriSign.com).

Contact your implementation manager for assistance as you establish connectivity to the VeriSign server.

Installing the Java Plug-in

To use the online interface, you must install the most current version of Java plug-in 1.3.1 on your computer. The plug-in is a free file you can download from the Sun Microsystems Web site.

If you log on to the internet through a local area network, you might need to work with your network administrator to determine the proper location for the plug-in on your computer.

If you install the plug-in and it appears in your PC’s list of active programs but you still receive a Java plug-in error when you attempt to log in to the interface, it is likely that the plug-in is still not actually installed on the hard drive of your PC due to security standards established by your firewall. Contact your system administrator for assistance.

NOTE

BEFORE INSTALLING THE 1.3.1 PLUG-IN, YOU MUST UNINSTALL ALL OTHER VERSIONS OF JAVA.
To uninstall old versions of the Java plug-in:

1. Click the **Start** menu button on your PC. A pop-up menu opens.
2. Click **Settings > Control Panel > Add/Remove Programs**. The Add/Remove Program window opens.
3. Find the Java plug-in and click **Change/Remove**. An uninstall dialog box opens and asks you to confirm that you want the plug-in and its associated files removed.
4. Click **Yes**.
5. When the utility is finished, click **OK** to close the control panel.
To install the Java 1.3.1 plug-in on your computer:

1. Open your Web browser and go to:
   \[\text{http://java.sun.com/j2se/1.3/download.html}\]
   A Java Download Menu opens.

2. Under the heading “Download,” select the “Windows (U.S. English only) version by clicking the \textbf{DOWNLOAD} link.
A binary code licensing agreement opens.

![Image of binary code licensing agreement page]

3. Read the licensing agreement and scroll to the bottom of the window. Click **Accept**.
The Download Java Plug-in window opens.

4. Click the download link.

A Windows Download dialog box opens prompting you to run the program or save it to disk.

5. Select Save this program to disk and click OK.
A Windows Save As dialog box opens.

6. Select a convenient location, for example, your desktop. The file’s default name is similar to “j2re-1_3_1_04-win.exe”. You can rename the file, but you must keep the .exe extension.

7. When the download is complete, close your browser.

8. Locate the file and open it.

   A Java installation program opens.

9. Follow the step-by-step on-screen installation instructions. A confirmation message appears when the installation is complete.

To Verify That the Java 1.3.1 Plug-in Is Installed

If you have downloaded the Java plug-in but you cannot log on to the interface, check to see if an older version of Java is still installed on your computer. The following two procedures describe how to check your Java Plug-ins in Internet Explorer and Netscape.

To check your plug-ins in Internet Explorer:

1. Open your browser.

2. From the drop-down menu at the very top of the page, select **Tools > Internet Options**.
The Internet Options window opens.

3. Click the **Advanced** tab.
A list of settings appears.

4. Scroll down until you find the Java settings.
If the plug-in is installed, it is listed.

**TIP**

**THE CHECKBOXES NEXT TO THE JAVA OPTIONS DO NOT HAVE TO BE SELECTED FOR THE SOFTWARE TO WORK. SELECTED ITEMS ARE DEPLOYED EVERY TIME EXPLORER IS OPENED. NON-SELECTED ITEMS ARE INSTALLED ON EXPLORER AND ARE AUTOMATICALLY DEPLOYED WHEN YOU VISIT WEB SITES THAT REQUIRE THEM.**

**NO RESTART IS REQUIRED AFTER YOU HAVE INSTALLED AND YOU HAVE VERIFIED THAT THESE PLUG-INS ARE ON YOUR SYSTEM.**

*To check your plug-ins in Netscape:*

1. Open your browser.
2. From the drop-down menu at the very top of the page, select Help > About Plug-ins.
The About Plug-ins window opens.

3. Scroll down to find your active Java plug-ins. If a version of Java 1.3.1 does not appear, or if it appears along with older versions of Java, you must delete the older versions and reinstall.

This verifies that plug-in 1.3.1 is installed on your PC. Be sure to scroll down the page to verify that there is a similar message for Java Plug-in 1.1.1, 1.2.2, or 1.1.2. (This only appears when either plug-in is installed previously.)

NOTE

IF YOU HAVE DOWNLOADED AND INSTALLED THE NEW JAVA PLUG-IN BUT YOU STILL CANNOT FIND IT IN THE “INSTALLED PLUG-INS” LIST, CALL YOUR SYSTEM ADMINISTRATOR.
Adding Switches

To successfully perform porting processes through the online interface, you must submit your company’s switch information to your in-house SOA Administrator. After your administrator adds the data, your switches automatically appear in the appropriate drop-down menus of the interface. This helps prevent typographical errors that can delay porting processes.

For additional assistance, contact your VeriSign customer service specialist.

Logging On

After your administrator has established a user ID and password, staff at your company can use a browser to log on to the interface.


2. Under Database Services, select Number Portability Services.
The NP Data Access menu opens.

3. Under Online Applications, click the link labeled **Local Number Portability (LNP) Service Order Administration (SOA)**.

The interface start page opens. Bookmark this page so you can find it each time you login.
4. The interface start page provides:
   - A gateway to the interface
   - An information resource for NPAC and service provider maintenance schedules,
   - Links to product documentation
   - NPA split information
   - Notifications about large ports
   - Other critical information about your service.

As you log into the interface each day, take a moment to scroll through the notices that appear.

5. Type your four-digit SPID in the SPID # field and click **Login**.

The interface Login window opens.
6. Type your User ID and Password and click Login.
The Main menu opens.

**NOTE**

USER IDS AND PASSWORDS ARE CASE-SENSITIVE.

IF YOU FORGET YOUR PASSWORD, OR IF YOU WANT TO CHANGE YOUR PASSWORD, CALL YOUR COMPANY’S SOA ADMINISTRATOR.

THE INTERFACE USES ENCRYPTION TO PROTECT THE SECURITY OF YOUR DATA. IF YOU RECEIVE ANY SECURITY MESSAGES, FOLLOW THE INSTRUCTIONS IN YOUR BROWSER.

**Logging Off**

To exit the interface, return to the Main menu and click Log off.

Note that inactive buttons appear dimmed.

**CAUTION**

IF YOU CLOSE YOUR BROWSER WHILE YOU ARE LOGGED IN WITHOUT CLICKING LOGOFF, THE CONNECTION WILL BE LOST AND YOU MUST LOG IN AGAIN. FAILURE TO CLICK LOGOFF CAN RESULT IN A DELAYED LOGIN.
SOA FUNCTIONS FOR ADMINISTRATORS

In This Chapter

Overview 3-2
Managing Switch Information 3-11
Checking NPAC Status for an LRN 3-13
The Service Provider Information Window 3-13
Overview

The administrator at your company uses the interface’s administrative operations to manage high-level LNP information and user logins. Only administrators should use the windows described in these chapters.

Establishing Users

The interface offers two general levels of access — users and administrators:

- **Users** have the ability to affect day-to-day operations, such as adding and changing subscriber information and porting telephone numbers (TNs).
- **Administrators** can manage day-to-day operations and grant permissions to users to affect certain data, manage logins and passwords and manage information at the NPA-NXX and switch levels.

To preserve data integrity, VeriSign recommends that general users not be assigned Edit TN capability in the SOA.

Your SOA administrator will have administrator-level access. The administrator will receive a letter with an initial user ID and passwords, which they can use to access the SOA and establish user IDs, passwords and access levels for other members of your staff.
Managing Personnel

Use the interface’s personnel functions to establish user IDs, passwords, and levels of permission for your staff.

To add users to the SOA:

1. From the Main menu, click Personnel.

![SOA MAIN MENU Diagram]
The Personnel window opens.

2. Type in the user ID (user IDs are case-sensitive).
   Select the user’s permissions from the list on the right side of the dialog box.

3. Click Add to save.

NOTE

DO NOT ASSIGN EDIT TN, SERVICE PROVIDER, OR SCP SERVICES CAPABILITIES TO YOUR USERS—THESE ARE FOR VERISIGN USE ONLY.
Setting User Passwords

To set a user’s password:

1. From the Main menu, click **Personnel**.

![SOA Main Menu Diagram]

*FIGURE 3-3
SOA MAIN MENU*
The Personnel window opens.

2. Type in the user ID in appropriate box—user IDs are case sensitive. Select the user’s permissions from the list on the right side of the dialog box.

When setting user passwords, take care to type the user name exactly as it appears in the Personnel window. Fields include:
• **Authorizing User**: These fields must be populated with the name and password of the SOA administrator.

• **User to Change**: Type the user ID for which the password is being assigned or modified in this field.

• **New- and Confirm Password**: Type the password (five or more characters) in both the New and Confirm Password fields.

3. Click **Change**.
   A confirmation message opens.
   To return to the Personnel window, close the Change Password dialog box by clicking on its upper right-hand corner.

### Modifying User Permissions

Once you have added users to the interface as described earlier in this chapter, you can modify their permissions for both the ICP and SOA functions and remove them through the Personnel window. Each time you add or remove functions, the user must log out and log back in before the changes will take effect.

**NOTE**

NEVER MODIFY PERMISSIONS FOR THE “VERISIGN CUSTOMER SERVICE SPECIALIST” OR “OLSILL” USERS. THESE LOGINS ARE FOR VERISIGN USE ONLY AND ARE REQUIRED FOR YOUR COMPANY TO RECEIVE SOA SUPPORT.

To modify a user’s SOA permissions:

1. Open the Personnel window.
2. Select the user ID you wish to update and change the permissions as needed.
3. Click **Modify**.
   A confirmation message appears.

To remove a user from the interface:

1. Open the Personnel window.
   The dialog box displays a list of current users.
2. Select the user ID you wish to remove and click **Delete**.
Working with NPA-NXXs

Use this function to add, remove, or view current information on portable NPA-NXXs you serve.

NOTE
IN ACCORDANCE WITH INDUSTRY-STANDARD CODE OPENING PROCESSES, YOU MUST NOTIFY THE LOCAL EXCHANGE ROUTING GUIDE (LERG) ABOUT ALL NPA-NXXS YOU ARE OPENING AS PORTABLE.

Failure to contact the LERG could result in failed call routing.
For code opening processes, see APPENDIX G, CODE OPENING PROCEDURES.

To add NPA-NXXs:

1. From the SOA Main menu, click NPA-NXX.
   The NPA-NXX dialog box appears.

   ![NPA-NXX Dialog Box](image)

   **NOTE**
   ADD ONLY NPA-NXXS OWNED BY YOUR COMPANY AS DEFINED IN THE LERG.
2. Type an NPA-NXX or a range of NPA-NXXs.
3. Type an effective date (MM/DD/YYYY).
   This date is required to add NPA-NXXs. You may type a future date if desired, but you will not be able to port numbers in the NPA-NXX until the effective date.
4. Click Add.

Retrieving a Select List of NPA-NXXs

As an administrator, you can retrieve a select list of NPA-NXXs in the SOA.
1. Open the NPA-NXX dialog box.
2. In the Partial NPA-NXX field, type a partial or full NPA-NXX.
   To find a list of all of your active NPA-NXXs, leave this field blank.
3. Click Filter.
   The NPA-NXX dialog box displays a list of NPA-NXXs that match your filter criteria.

To remove NPA-NXXs:

1. Retrieve a list of NPA-NXXs you wish to remove using the steps described above.
   A list of NPA-NXXs that match your criteria will appear.
2. Select an NPA-NXX.
   If there are any SVs against the NPA-NXX you select, it cannot be removed.
3. Click Remove.
   The update is automatically sent to the NPAC.

To check NPAC status on NPA-NXXs:

1. Retrieve a list of NPA-NXXs you wish to remove using the steps described above.
   A list of NPA-NXXs that match your criteria will appear.
2. Select an NPA-NXX.
3. Click Remote Query.
   The Remote Query NPA-NXX Dialog Box opens with NPAC status for the NPA-NXX.
4. To return to the NPA-NXX dialog box, click **OK**.

To perform a Remote Query on a range of NPA-NXXs, click **Deselect All** on the NPA-NXX dialog box. This ensures that no NPA-NXXs are selected.

5. Click **Remote Query** and type the Start and End NPA-NXX.

6. Click **OK**.

**The SCP Services Window**

SCP Services are used by VeriSign to administer your LIDB, CNAM, CLASS and ISVM Destination Point Codes (DPCs). DPCs are submitted to VeriSign on the SOA Set-Up Form during the initial implementation of your SOA service. Additional DPCs may be added by submitting a change order to VeriSign using the SOA Set-Up Form.

**NOTE**

DO NOT CHANGE INFORMATION IN THIS SECTION; DOING SO COULD RESULT IN ROUTING PROBLEMS. IF YOU NEED TO ADD, REMOVE OR CHANGE GTT INFORMATION ASSOCIATED WITH SCP SERVICES (LIDB, CNAM, CLASS OR ISVM), SUBMIT A NEW SOA SET-UP FORM (APPENDIX K).
Managing Switch Information

Use this function to set up, remove or check current data regarding switch information in the SOA database.

To create a new switch:

1. From the Main menu, click **Switch**.

![SOA Main Menu](image)

**NOTE**

SWITCH EDITS AND DELETIONS ARE COMMUNICATED TO NPAC. YOU CANNOT REMOVE AN LRN THAT HAS SVS ASSIGNED TO IT.
The Switch dialog box opens.

**FIGURE 3-9**

SWITCH DIALOG BOX

2. Type the LRN, switch name, CLLI and address information (optional) in appropriate fields.

   Click **Add**.

   This information will now be available in drop-down menus when you are assigning a switch to a ported TN.

   **NOTE**

   **THE EDIT BUTTON ON THE SWITCH DIALOG BOX IS FOR VERISIGN USE ONLY. IF YOU NEED TO EDIT SWITCH INFORMATION, PLEASE CONTACT THE VERISIGN LNP HELP DESK.**

To remove a switch:

1. From the SOA Main menu, click **Switch**.
2. Click **Filter** to view a list of all Switches.
   
   A list of switch and associated LRN information appears.
3. Select the switch you want to delete and click **Remove**.
Checking NPAC Status for an LRN

1. From the switch dialog box, select the switch you want to check and click Remote Query.

   The Remote Query LRN window appears, displaying current information.

2. To return to the Switch window, click OK.

The Service Provider Information Window

VeriSign provides Service Provider contact information to the NPAC. The information is used when the NPAC needs to contact VeriSign for SOA system administration, management and other services.

This window is for VeriSign use only.
In This Chapter

Viewing the SOA  4-2
Understanding Terms in The SOA  4-3
Understanding SOA Error Messages  4-3
Viewing the SOA

The common screen elements in the SOA include:

- Fields
- Tabs
- Drop-down menus
- Dialog boxes
- Buttons
- Status bar

A typical SOA window looks like this:

![FIGURE 4-1 FIND TN WINDOW](image-url)
Understanding Terms in The SOA

Push: Release a telephone number (TN) to another provider.
Pull: Request a TN from another provider.
Cancel: Cancel a subscription version that is in progress.
Activate: Activate a TN.
List: A list of TNs and/or subscribers.
Pending: A subscription version waiting for action.
Conflict: A state of pending in which service providers do not agree with the action taking place on the TN.

Understanding SOA Error Messages

The SOA displays error messages as needed immediately after operations are performed. Be sure to check the status bar at the bottom of the window for messages.

Typical SOA error messages include:

- **SOA errors**: The most common errors are caused by information in the wrong format, missing information, or user error in attempting to perform a function on a record in a state that does not allow that particular function. The message includes an explanation for the error. Correct the information indicated in the message and try the transaction again.

- **NPAC errors**: You have tried to perform a function or send information in a format that the NPAC does not accept. The message includes an explanation for the error. Correct the information and try the transaction again.

For complete descriptions of SOA errors, see **Appendix B, SOA Errors**.

If you encounter an error and are unable to determine how to fix the problem, contact the VeriSign NP Help Desk at 1-800-416-3882. Please provide the TN, the exact error message and the operation you were attempting when you encountered the error.

Checking the Status Bar

The status bar includes a red error indicator on the far right side that you can remove after reading the message. To remove the indicator, click the text of the error message.

Click the arrow keys to scroll through multiple error messages on the status bar.
MANAGING SUBSCRIBER INFORMATION

In This Chapter

Overview 5-2
Creating Subscribers 5-2
Finding Existing Subscribers 5-4
Deleting Subscribers 5-6
Adding Notes 5-6
Using the Summary Status Section 5-7
Overview

You use the SOA interface to create and modify records for subscribers who use your service. To initiate ports, you must first create (describe) subscribers.

Creating Subscribers

A subscriber is a telephone customer, either an individual or a business, with one or more TNs. The numbers can be single TNs, a range of TNs, or a number of individual TNs.

To create a new subscriber:

1. From the Main menu, click New Subscriber.
The Subscriber Details window opens.

2. Type in subscriber information (names are required, address information is optional). Subscriber information is case sensitive and the subscriber name must be unique.

3. Choose the old and new provider from the drop-down menus.
   If the SP you are porting with doesn’t appear in the list, call the VeriSign NP Help Desk.

4. Type in associated TNs and click Add.

5. Add information for the TN and click Save.
   The subscriber TNs are now ready for further action.

NOTE
THE INTERFACE FORMAT THE NUMBERS FOR YOU. DO NOT TYPE PARENTHESES OR DASHES.
Finding Existing Subscribers

1. From the Main menu, click Find Subscriber.

   FIGURE 5-3
   SOA MAIN MENU

   ![SOA Main Menu Diagram]

   The Find Subscriber window opens.

   FIGURE 5-4
   FIND SUBSCRIBER WINDOW

   ![Find Subscriber Window Diagram]

2. Fill in the Name field with the subscriber name or type the required TN or partial TN and click Find.
A list of matches appears.

3. To view more information about a subscriber, click **Details**.
4. The Subscriber Details window opens, showing more information about that subscriber (including all TNs in ranges associated with the subscriber).

**NOTE**

*IF A RANGE OF NUMBERS IS ASSOCIATED WITH THE SUBSCRIBER, THE SOA DISPLAYS ONLY THE FIRST NUMBER IN THE RANGE ON THIS WINDOW.*
MANAGING SUBSCRIBER INFORMATION

Deleting Subscribers

Deleting a subscriber removes the subscriber and its associated TNs from your local database. After subscribers are deleted, you can no longer review their data. Deleting a subscriber in the VeriSign SOA does not update NPAC records.

To delete a subscriber:

1. Find the subscriber.
2. When the record opens, click Delete.

Adding Notes

You can add additional information and comments about subscribers in the Subscriber Notes window.

To add notes to a record:

1. Bring up the subscriber record.
2. Click Notes.
   The Subscriber Notes window opens.
3. Type in your notes about the subscriber.
4. Click OK.
   The information is saved and you are returned to the Subscriber Details window.

NOTE
TO ACTIVATE THE BUTTONS ON THE SUBSCRIBER DETAILS WINDOW, YOU MUST SELECT A TN.

NOTE
YOU MAY ONLY DELETE SUBSCRIBERS IF THERE ARE NO TNS OR IF TNS ARE IN OLD, NEEDS PORTING, OR CANCELED STATUS.
Tips About Notes

The text does not wrap on the Subscriber Notes window. If you want the text to appear as though it wraps in the window, press the ENTER key to advance to the next line in the box.

Data that is typed in the Notes section of the New Subscriber window can be accessed through the Notes section in the Subscriber Details window. All other notes appear on the History Report.

NOTE

YOU CAN ONLY OPEN THE NOTES IF THE SP DOCUMENTED THEM. THEY ARE NOT TRANSFERABLE BETWEEN PORTING SPS.

Using the Summary Status Section

The summary status section at the bottom of the Subscriber Details window provides you with information about SV processing status, including:

- NPAC: Current status at the NPAC
- Status: If the last transaction was successful or failed
- LSMS: Do not use. VeriSign use only.
- Required: The next required action on the record
WORKING WITH NUMBER POOLING BLOCKS

In This Chapter

Administering Number Pooling  6-2
Activating NPA-NXX-Xs  6-2
Performing Remote Queries on NPA-NXX-Xs  6-10
Performing Remote Queries on Pool Blocks  6-12
Viewing NPA-NXX-Xs and Number Pool Blocks  6-14
Administering Number Pooling

When a pooled block of numbers is transferred from one service provider to another, critical information must be broadcast across the region to ensure effective data provisioning for call routing. Use the SOA to perform the necessary tasks to broadcast this critical information.

This chapter describes how to use the interface to perform administrative tasks on your pooled blocks.

Activating NPA-NXX-Xs

Your first step toward ensuring effective data provisioning for number pooling is to activate your NPA-NXX-Xs.

To activate NPA-NXX-Xs to NP blocks in the interface:

1. From the Main menu, click NPA-NXX-X/NPB.
   The NPA-NXX-X Activate/Modify Number Pool Block window opens.

2. Click Filter.
A list of NPA-NXX-Xs and number pool blocks appear in the window.

![Figure 6-2: NPA-NXX-X Activate/Modify Number Pool Block Window with Data Displayed](image)

NOTE

YOU MAY SELECT MULTIPLE NPA-NXX-XS OR NUMBER POOL BLOCKS IF THEY WILL ALL BE ROUTING TO THE SAME SWITCH.

YOU CANNOT ACTIVATE AN NPA-NXX-X BEFORE ITS EFFECTIVE DATE.

3. Select a record that does not have an entry in the NPBID (Number Pooling Block ID) column and click **Activate NPB...**
The Activate Number Pool Block window opens.

4. Select the NPA-NXX-X.
5. From the drop-down menus, perform the following:
   - Select a switch
   - Designate a LIDB classification
   - Make selections for any or all of the following: CLASS, ISVM, CNAM
6. Click Activate NPB.
A confirmation message appears in the activity dialog box.

If the activation fails, an error message appears.
7. Click Close to return to the NPA-NXX-X Activate/Modify window.
Modifying Number Pooling Blocks

After your pool blocks are activated, you can modify them on the Modify Number Pooling Blocks feature.

To modify number pooling blocks:

1. From the Main menu, click **NPA-NXX-X/NPB**.
   The NPA-NXX-X Activate/Modify Number Pool Block window opens.

2. Click **Filter**.
A list of NPA-NXX-Xs and number pool blocks appears in the window.

![Number Pool Block Window](image)

**NOTE**

YOU MAY SELECT MULTIPLE NPA-NXX-XS OR NUMBER POOL BLOCKS IF THEY WILL ALL BE ROUTING TO THE SAME SWITCH.

3. Select a record that has an entry in the NPBID column and click **Modify NPB**.
The Modify Number Pool Block window opens.

4. Select the number pool block to modify.
To view existing data for each of the fields, click Get.

5. From the drop-down menus, perform the following:
   - Select a switch
   - Designate a LIDB classification
   - Make selections for any or all of the following:
     CLASS, ISVM, CNAM

6. Click Modify NPB.
A confirmation message appears in the activity dialog box.
If the activation fails, an error message appears.

7. Click Close to return to the NPA-NXX-X Activate/Modify Number Pool Block window.
Performing Remote Queries on NPA-NXX-Xs

You can query the NPAC to check the effective date, reason code, and creation date for an NPA-NXX-X using the Remote Query NPA-NXX-X button on the NPA-NXX-X Number Pool Block window.

To perform a remote query on an NPA-NXX-X:

1. From the Main menu, click **NPA-NXX-X/NPB**.
   
The NPA-NXX-X Activate/Modify Number Pool Block window opens.

2. Click **Filter**.
   
A list of NPA-NXX-Xs and number pool blocks appears in the window.
3. Select a record that does not have an entry in the NPBID column and click Remote Query NPA-NXX-X.

The Remote Query NPA-NXX-X window opens the record you selected.

4. Click Close to return to the NPA-NXX-X Activate/Modify Number Pool Block window.
Performing Remote Queries on Pool Blocks

You can query the NPAC to check the activation date, effective date, modified date, download reason, and NPAC status for a number pool block using the Remote Query NPB button on the NPA-NXX-X Number Pool Block window.

To perform a remote query on a Number Pool Block:

1. From the Main menu, click NPA-NXX-X/NPB.
   The NPA-NXX-X Activate/Modify Number Pool Block window opens.

   ![NPA-NXX-X Activate/Modify Number Pool Block Window]

2. Click Filter.
A list of NPA-NXX-Xs and number pool blocks appears in the window.

3. Select a record that has an entry in the NPBID column and click **Remote Query NPB**.

   The Remote Query Number Pool Block window opens with the record you selected.

4. Click **Close** to return to the NPA-NXX-X Activate/Modify Number Pool Block window.
Viewing NPA-NXX-Xs and Number Pool Blocks

You can query the VeriSign SOA database to check data for individual NPA-NXX-Xs and number pool blocks using the View button on the NPA-NXX-X Number Pool Block window.

To perform a SOA query on an NPA-NXX-x or a Number Pool Block:

1. From the Main menu, click **NPA-NXX-X/NPB**.
   
The NPA-NXX-X Activate/Modify Number Pool Block window opens.

2. Click **Filter**.
A list of pooled blocks appears in the window.

3. Select an NPA-NXX-X or a number pool block and click **View**.
   The View dialog box opens.
   In this example, data for an NPA-NXX-X appears.

4. Click **Close** to return to the NPA-NXX-X Activate/Modify Number Pool Block window.
FINDING TNS

In This Chapter

Overview 7-2
Finding TNs 7-2
Performing Searches 7-3
Functions You Can Perform on Found TNs 7-4
Overview

The NPAC defines everything in terms of SVs, tracking all porting activity at the TN level. The Find TN function is critical to your day-to-day management of ported TNs. Each day, log on and conduct Find TN queries to determine the actions you might need to take to keep the NP provisioning flow operating smoothly, including:

- Checking the status of TNs
- Reviewing actions other service providers have taken
- Finding conflicts

This chapter provides instructions for finding TNs and an overview of the actions you can perform on TNs after they are found.

! NOTE

SOME FUNCTIONS NEED TO BE PERFORMED WITHIN SET TIME FRAMES. FOR MORE INFORMATION, SEE APPENDIX E, NP PROVISIONING STANDARDS AND TIMEFRAMES.

Finding TNs

1. From the Main menu, click Find TN.

The Find TN window opens.
Performing Searches

You can conduct several different types of searches from the Find TN window, including:

- Find a Specific TN: type all 10 digits in the TN Range field and click **Find**.
- Find a Range of TNs (up to 100): type the first eight or nine digits and click **Find**. Each search returns up to 100 results.
  
  For example, to find all the TNs between (200) 555-1000 and (200) 555-1099, type (200) 555-10 in the TN Range field.
- Find TNs that meet specific search criteria.

To perform a criteria search you must fill in at least one of the following indexed fields:

- TN Range (at least the first six digits), or
- At least one tabbed field (Action Required, NPAC Status, Concurrence Status)

**Searching Tips:**

- When you search for ranges of TNs you must include at least the first six digits (the NPA-NXX). If less than the first six digits are specified and no other indexed fields are selected (Action Required, NPAC Status and Concurrence Status), the search could cause substantial delays and affect all users.

- Because most TNs in the database are active, a search that specifies **NPAC Status = active** as the only indexed criteria is inefficient and can cause substantial delays. If you are looking for active TNs, specify criteria for at least one additional indexed field (NPA-NXX for example).

- The Date, Provider, Switch, LIDB, CNAM, and ISVM fields are not indexed. If you search on any of these criteria, be sure to also include criteria from at least one indexed field in your search.

**NOTE**

**IF NO TNS MATCH YOUR CRITERIA, THE STATUS BAR ON THE FIND TN WINDOW DISPLAYS A RED ERROR INDICATOR AND THE MESSAGE “NO MATCH FOUND IN THE DB.”**
Functions You Can Perform on Found TNs

From the TN Details window, you can select certain TN(s) and click buttons to perform various functions.

Initiate Functions (actions you can perform on TNs):

- Push — Release a TN to another SP.
- Pull — Initiate a port of a TN from another SP.
- Cancel — Cancel an SV that is in progress.
- Activate — Activate a TN.
- Modify — Make changes to an SV or active TN.
- Disconnect — Disconnect service to a TN.

Respond Functions (response to an action taken by another SP):

- Accept Pull — Accept a pull request from another SP.
- Accept Push — Accept a push request from another SP.
- Accept Cancel — Accept a cancel request from another SP.
- Deny Pull — Deny a pull request, place TN in conflict.
- Deny Push — Deny a push request from another SP.
- Remove Conflict — Change a denial to acceptance.

Miscellaneous Functions (internal administrative activities):

- Report — View current SOA status of a TN.
- History — View porting history for a TN.
- Remote Query — View current NPAC status of a TN.
- Group TN — Allows you to move TNs from one subscriber and group them under a new subscriber.
- Edit TN — For VeriSign use only.
- Delete — Remove TN records from the SOA.

This update does not notify the NPAC. Only the VeriSign database is updated.
In This Chapter

Performing Inter-Service Provider Ports  8-2
Performing Intra-Service Provider Ports  8-2
Pulling TNs  8-3
Pushing TNs  8-5
Activating TNs  8-9
Grouping TNs  8-12
Porting to Original  8-14
Performing Inter-Service Provider Ports

A port that is performed between two different service providers is called an Inter-Service Provider port. The majority of porting activity falls into this category. The following are the primary functions used for porting TNs between service providers:

- **Push**: A port is initiated by the old service provider.
- **Pull**: A port is initiated by the new service provider.
- **Activate**: A TN is placed into active service.

All three of these porting functions essentially achieve the same end result:

![Diagram showing actions and results]

While the majority of ports are initiated by the new service provider (Pull), some old SPs prefer to initiate the porting of the TNs (Push). The NANC flows allow either the old or new service provider to initiate a port.

Performing Intra-Service Provider Ports

The NANC flows allow you to port TNs from one switch location to another within your company, an action known as an intra-service provider port.

To perform an Intra-Service Provider port:

1. Pull the TN.
2. Select your company as both the old and new service provider.

Concurrence is not required for an intra-service provider port. While the port is pending, you can activate it.

NOTE
YOU MUST COMPLETE THE LSR/FOC PROCESS PRIOR TO PORTING TNS IN THE SOA.
Pulling TNs

To pull a TN:

1. Perform a Find TN.
2. On the Find TN window, type in the TN and click **Find**.
   
   The TN Details window opens.

   ![TN Details Window](image)

3. Select the required TN to pull and click **Pull**.
The Pull TN window opens.

FIGURE 8-2
PULL TN WINDOW

NOTE
LEAVE THE BILLING ID FIELD BLANK. IT IS FOR FUTURE USE INDUSTRYWIDE BUT IS NOT YET AVAILABLE.

4. Click **Select All**. The TNs showing in the window are selected. From the switch drop-down menu, select the switch to which you want to port the number. Switch information is a required field to perform a pull.

5. If you need to include LIDB, CNAM, CLASS, and ISVM information, select the appropriate point codes from the drop-down menus.

6. Click **Port to Original** if you are porting a TN back to your company and you are the original donor service provider.

7. Type the port date in MM/DD/YYYY format. This information is required to perform a pull.

8. Add a billing ID (optional). Use a four-digit billing ID for internal tracking purposes, or leave the field blank.

9. Click **Notes** and add comments.

10. Click **Pull**.

11. Check the status bar for an NPAC confirmation message.
Pushing TNs

You can use the SOA to port TNs away from your company to another service provider.

1. From the Main menu, click New Subscriber.
   The Subscriber Details window opens.

2. Create a new subscriber.

3. Select the service provider name from the new provider drop-down menu and select your company from the old provider drop-down menu. Select the TNs and click Push.
   The Push TN window opens.
4. Select the TNs you want to push.

5. Type the port date in MM/DD/YYYY format. The date is a required field to perform a push.

6. Click **Notes** and add more information.

7. Click **Push**.

   Click the status bar for a confirmation message.

**Creating SVs From Canceled TNs**

You can create SVs from a canceled TN by following the steps below.

1. From the Main menu, click **Find TN**.
The Find TN window opens

2. Type your required TN and click **Find**.

The TN Details window opens.
3. Select the TN, and click **Push** or **Pull**.
Depending on which action you selected, a Push or Pull TN window opens.
In this example, the Pull TN dialog box is shown.

**FIGURE 8-8**
PULL TN DIALOG BOX

4. Type the appropriate data and perform one of the following:
   - If you are pulling, as shown in the example above, click **Pull**.
   - If you are pushing, click **Push**. Your window looks similar to this example, though the button is labeled “Push” instead.

5. A new pending SV is created.
The canceled SV is frozen.

**NOTE**
LEAVE THE BILLING ID FIELD BLANK. IT IS FOR FUTURE USE INDUSTRYWIDE BUT IS NOT YET AVAILABLE.
Activating TNs

Each time you create an SV, you trigger a timer during which the old service provider might concur with the port, place the SV in conflict, and so on (for more information, see Appendix E, NP Provisioning Standards and Timeframes). After the old service provider concurs to the port, you must activate the number to initiate service for the subscriber.

To activate TNs:

1. From the Main menu, click Find TN.
   The Find TN window opens.

2. Type the TN or range of TNs you want to activate.
   On the Action Required tab, select Activate Required.
   On the NPAC status tab, select Pending.

3. Click Find.
   If you select a range, up to 100 TNs appear.
The TN Details window opens.

4. Select the required TNs.
5. Click **Activate**.

The Activate window opens.

6. Select your required TNs and click **Activate**.
   The TNs you selected are deleted.
A confirmation message opens in the status bar.

**Figure 8-12**

**Activate Window**

**Note**

If you attempt to activate a TN and its NPAC status fails to change, it is possible that an LSMS is down. You can perform a remote query or check the failed list to determine which LSMS is causing the delay.

The NPAC status does not change until every LSMS has received the update.
The Group TN function allows you to remove TNs from one subscriber and group them under new subscriber. This can be helpful if you need to change subscriber details for a single TN, all TNs under one subscriber, or selected TNs. Up to 100 TNs can be grouped using this function.

1. From the Main menu, click **Find TN**.
   
   The Find TN window opens.

2. Type in all known information about a TN and click **Find**.

   **NOTE**
   
   YOU CAN OPEN THE GROUP TN FUNCTION FROM BOTH THE FIND TN WINDOW AND THE FIND SUBSCRIBER WINDOW.
3. Select your TNs and click **Group**.

   The Subscriber Details window opens with the grouped TNs showing.

4. Click **Select All** to select your TNs.

5. Type the new subscriber name and any additional changes to your SVs.

6. Click **Save**.

7. Check the status bar for confirmation.

   The TNs are now grouped under the new subscriber.
Porting to Original

The process of porting a TN back to the original service provider is called a port to original.

Perform a port to original when:

- A subscriber who left elects to return to your service.
- A subscriber who ported to you elects to leave and return to their original service provider.

To port a TN back to another service provider:

1. Use the Group TN function (see GROUPING TNS on page 8-12) to change ownership of the TN.
2. Push the TN back to the original provider.

To pull a TN back to your company:

1. Use the Group TN function (see GROUPING TNS on page 8-12) to change ownership of the TN.
2. From the Pull TN window, click Port to Original.
   A list of TNs opens.
3. Select your TNs.
4. Type the port date in MM/DD/YYYY format.
5. Click Pull.
   If a TN is no longer in service and is to be returned to the original Service Provider or code holder, the TN can be disconnected.
WORKING WITH TNS

In This Chapter

Overview 9-2
Finding TNs to Modify 9-2
New Service Provider Modifying Active TNs 9-4
New Service Provider Modifying Pending, Disconnect Pending, or Conflict TNs 9-6
Modifying Multiple TNs 9-6
Adding or Removing Conflicts 9-7
Canceling Subscription Versions 9-10
Disconnecting TNs 9-13
Understanding Disconnected TNs 9-15
Understanding Old and Frozen TNs 9-15
Overview

This chapter provides instructions for modifying active or pending TNs, canceling SVs that you have started, and disconnecting TNs that are no longer active.

Finding TNs to Modify

Typical modifications to perform on active and pending TNs include:

- Changing switch and SCP service (LIDB, CNAM, CLASS, and ISVM) information for your active numbers or for numbers that you are gaining from another service provider.
- Removing conflicts on numbers when another company is porting from you.

The first step is to find the TNs to modify.

To find TNs to modify:

1. Use the Find TN function (see CHAPTER 7, FINDING TNS) or the Find an Existing Subscriber function to find a specific TN or group of TNs.

   The TN Details window opens with the TNs displayed.

   ![TN DETAILS WINDOW](FIGURE 9-1)

2. Select the TNs and click Modify.
The Modify TNs window opens with no data showing.

![Figure 9-2: Modify Gaining TNS Window](image)

3. Click combinations of the option buttons on the window to find TNs that can be modified. Buttons include:

<table>
<thead>
<tr>
<th>Option</th>
<th>When to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaining</td>
<td>Click when you are the new service provider for the numbers you want to modify</td>
</tr>
<tr>
<td>Losing</td>
<td>Click when you are the old service provider for the numbers you want to modify</td>
</tr>
<tr>
<td>Conflict</td>
<td>Click to retrieve TNs in conflict status</td>
</tr>
<tr>
<td>Pending</td>
<td>Click to retrieve TNs for which the port is not active.</td>
</tr>
<tr>
<td>Disconnect Pending</td>
<td>Click to retrieve TNs that are awaiting disconnection</td>
</tr>
</tbody>
</table>

**NOTE**

*Leave the Billing ID field blank. It is for future use industrywide but is not yet available.*
TABLE 9-1  OPTION BUTTONS ON THE MODIFY GAINING TNS WINDOW (CONTINUED)

<table>
<thead>
<tr>
<th>Option</th>
<th>When to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Click to retrieve active TNs. This button is only activated if you click gaining</td>
</tr>
<tr>
<td>Authorization</td>
<td>Click if you are the old service provider managing a TN in conflict. This button is only activated if you click losing</td>
</tr>
</tbody>
</table>

**New Service Provider Modifying Active TNs**

1. Select **Gaining** and **Active**.
   
   A list of TNs opens.

   ![FIGURE 9-3 MODIFY GAINING (ACTIVE TNS) WINDOW]

2. Select the TN you want to modify and click **Get**.
The window fills automatically with current data.

![FIGURE 9-4](image)

**FIGURE 9-4**
**MODIFY GAINING (ACTIVE TNS) WINDOW WITH DATA**

3. Make your changes and click **Modify**.
   Check the status bar for confirmation.
New Service Provider Modifying Pending, Disconnect Pending, or Conflict TNs

1. Select **Gaining** and one of the following: **Pending**, **Disconnect Pending** or **Conflict**.

   A list of numbers opens (this example uses the Pending window).

2. Select the TN you want to modify and click **Get**.

   The window fills automatically with current data for the TN.

3. Make your changes and click **Modify**.

   Check the status bar for confirmation.

**NOTE**

If you receive the error message “SOMAPI FAILED”, the TN might be in an invalid NPAC status. Perform a remote query on the TN. If the NPAC status is sending, you are not able to modify the TN.

Modifying Multiple TNs

You can modify more than one TN at a time. To modify multiple TNs:

1. Select one TN from the list, and click **Get**.

   The fields fill automatically with the current data for the TN you selected. You can select additional fields or change the options to modify the TN.
2. Select each TN to be modified to these specifications or click **Select All** to select all of the TNs.

3. Click **Modify**.
   
   Each TN is modified to reflect the values specified in the data fields.

**NOTE**

VERIFY THAT ALL OF THE DATA FIELDS ARE CORRECT BEFORE MODIFYING THE TNS. BLANK FIELDS BECOME NULL.

**Adding or Removing Conflicts**

As the old service provider, you can put a SV in conflict by denying a pull. After you have placed an SV in conflict, the only modification you can make as the old service provider is to add or remove a conflict message to a TN that is not yet active.

**To remove a conflict:**

1. Use the Find TN function to open the TN Details window.
2. Select your TN and click **Modify**.
The Modify TN window opens.

3. Click **Losing** and **Conflict**.

The TN opens.

4. Select the required TN and click **Get**.
The fields fill automatically with current data for the TN.

5. Set the Authorization field to **Authorized**.
6. Set the Cause Code to **Null**.
7. Click **Modify**.
   The record is saved.
8. Check the status bar for a confirmation message.

**NOTE**

*ALWAYS EXPECT TO RECEIVE A MESSAGE TELLING YOU IF AN SV ARRIVED SUCCESSFULLY OR IF THERE WAS AN ERROR. FOR MORE INFORMATION ABOUT ERROR MESSAGES, SEE APPENDIX B, SOA ERRORS. IF YOU DO NOT RECEIVE A MESSAGE, CONTACT THE VERISIGN NP HELP DESK.*
Canceling Subscription Versions

Use the Cancel function to send cancel requests for pull or push requests that are pending and awaiting completion.

NOTE
DO NOT USE CANCEL WHEN YOU ACTUALLY WANT TO MODIFY YOUR DATA. THE FUNCTIONS ARE NOT THE SAME.

To cancel an SV:

1. From the Main menu, click Find TN.

The Find TN Window opens.

2. Type your Find TN search criteria. In the NPAC status section, select Pending or Disconnect Pending, or, conduct an individual TN/TN range search.

Click Find.
The TN Details window opens.

3. Select the TNs you want to cancel and click **Cancel**.
The Cancel TN window opens.

4. Select the TNs you want to cancel. Click **Notes** to add more information (optional).

5. Click **Cancel**.

Check the status bar for confirmation.

**NOTE**

THE SOA DATABASE AUTOMATICALLY DELETES CANCELED SVS THAT ARE NO LONGER RETAINED AT THE NPAC. FOR MORE INFORMATION, SEE APPENDIX E, NP PROVISIONING STANDARDS AND TIMEFRAMES.

For more information on cancel scenarios, see **APPENDIX C, PORTING SCENARIOS**.
Disconnecting TNs

The Disconnect function is only to be used to disconnect TNs that are no longer in service.

1. To disconnect a specific subscriber’s information, use the Find TN function to open the TN Details window.

2. Select the TNs you want to disconnect and click Disconnect.
The Disconnect TN window opens.

3. Select the TNs you want to disconnect and type in disconnect and effective dates. Click Notes to add more information (optional).

4. Click Disconnect.

   Check the Status Bar for a confirmation message.
**Understanding Disconnected TNs**

- The disconnect date is the date the service is terminated on a TN.
- The effective date is the date the NPAC broadcasts the disconnect notice to the LSMS databases.
- The period of time between the disconnect date and the effective date is designated as a period of time in which disconnect treatment on the TN is applied if applicable.
- Either field can be filled with a true disconnect date if treatment is not required on the TN. The NPAC broadcasts the disconnect status on that date.

**Understanding Old and Frozen TNs**

**NOTE**


The NPAC assigns “Old” status to TNs that were ported previously but are now inactive. You must delete the TN from the SOA and create a new SV before you can port a TN with “Old” status.

**NOTE**

THE SOA DATABASE AUTOMATICALLY DELETES OLD SVS AFTER THEY ARE DELETED FROM THE NPAC DATABASE.

When the NPAC status on a TN is “frozen,” it means that the status of the TN has changed. An example would be when a new SV is created for an “Active” TN. A new “Pending” SV is created, and the SV with a status of “Active” appears as “Active (frozen).”

**NOTE**

IF YOU HAVE AN ACTIVE TN THAT HAS BEEN INADVERTENTLY FROZEN (AS A RESULT OF AN AUDIT, FOR EXAMPLE), CONTACT VERISIGN. YOUR CUSTOMER SERVICE SPECIALIST WILL RETURN THE TN TO ITS PROPER STATUS.
10
RESPONDING TO OTHER COMPANIES

In This Chapter

Overview 10-2
Accepting a Pull 10-3
Accepting a Push 10-5
Accepting a Cancel 10-7
Denying a Pull 10-10
Denying a Push 10-12
Removing Conflicts 10-14
Overview

You can use the interface to respond to other service providers’ actions, including:

- Accepting or declining requests to port numbers to or from your company
- Accepting or declining requests to cancel SVs in progress
- Removing conflicts.

**NOTE**

RESPONDING TO OTHER SERVICE PROVIDERS’ REQUESTS IS CALLED CONCURRENCE. FAILING TO RESPOND DOESN’T NECESSARILY STOP THE PROCESS. IF YOU DO NOT CONCUR TO A PULL, IT RESULTS IN AN AUTOMATIC PULL. IF YOU DO NOT CONCUR TO A PULL, IT RESULTS IN AN AUTOMATIC CONCURRENCE.

You must respond to requests within industry-specified time frames. For more information, see APPENDIX E, NP PROVISIONING STANDARDS AND TIMEFRAMES.
Accepting a Pull

When you concur with another service provider’s request to port a number from your company you are accepting a pull.

To accept a pull:

1. From the Main menu, click Find TN.
   The Find TN window opens.

   ![Find TN Window]

   **FIGURE 10-1**
   FIND TN WINDOW

2. Select your company as the old service provider:
   a. On the Action Required tab, select Concurrence Required.
   b. On the NPAC Status tab, select Pending.
3. Click Find.
The TN Details window opens with a list of TNs that match your search.

4. Select the TNs and click **Accept Pull**.
   You can perform an Accept Pull on more than one TN at a time.
   The Accept Pull window opens.

5. Click **Notes** and type more information (optional).
6. Select the TNs and click **Accept Pull**. Check the Status Bar for confirmation.
Accepting a Push

Use this function to concur with another service provider's request to send a number to your company.

1. From the Main menu, click Find TN.
   The Find TN window opens.

2. Designate your company as the new service provider:
   a. On the Action Required tab, select Concurrence Required.
   b. On the NPAC Status tab, select Pending.

3. Click Find.
The TN Details window opens, with a list of TNs that match your search.

4. Select the TNs and click **Accept Push**.

You can perform an Accept Push on more than one TN at a time. The Accept Push window opens.
5. In the pull-down menus, set the appropriate switch, CLASS, LIDB, ISVM, and CNAM types.
   If the TNs you are accepting originally belonged to your company, click Port to Original.
6. Type a Billing ID and click Notes to add comments (optional).
7. Select the TNs you want to concur with and click Accept Push.
   Check the status bar for confirmation.

Accepting a Cancel

Use this function to concur with another service provider’s request to cancel a pending SV.

To accept a cancel:

1. From the Main menu, click Find TN.
   The Find TN window opens.

NOTE

LEAVE THE BILLING ID FIELD BLANK. IT IS FOR FUTURE USE INDUSTRYWIDE BUT IS NOT YET AVAILABLE.
2. Designate your company as the new service provider and select the following options:
   - Cancel Accept and/or Cancel Accept Warning
   - Pending
3. Click **Find**.
   The TN Details window opens with a list of TNs that match your search.
4. Select the TNs.
5. Click **Accept Cancel**.
   
   You can perform an Accept Cancel on more than one TN at a time.
   
   The Accept Cancel window opens.

6. Select the TNs and click **Accept Cancel**.
   
   Check the status bar for confirmation.
Denying a Pull

Use this function to deny another service provider’s request to port a number from your company. Performing this action places the TN in conflict.

1. From the Main menu, click **Find TN**.

   The Find TN window opens.

2. Designate your company as the old service provider:

   a. On the Action Required tab, select **Concurrence Required**.

   b. On the NPAC Status tab, select **Pending**.

3. Click **Find**.

   The TN Details window opens, with a list of TNs that match your search.
4. Select the TNs you want to deny and click **Deny Pull**.
You can perform a Deny Pull on more than one TN at a time.
The Deny Pull window opens.
5. Select a Cause Code from the pull-down menu. Options include:

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>LSR not received</td>
</tr>
<tr>
<td>51</td>
<td>FOC not issued</td>
</tr>
<tr>
<td>52</td>
<td>Due date mismatch</td>
</tr>
<tr>
<td>53</td>
<td>Vacant number</td>
</tr>
<tr>
<td>54</td>
<td>General conflict</td>
</tr>
</tbody>
</table>

6. Click Notes and type more information (optional).

7. Select the TNs you want to deny and click Deny Pull.

8. Check the status bar for confirmation.

**Denying a Push**

Use this function to deny another service provider’s request to send a TN to your company. The SV is accessible until the port concurrence timer expires. The SV remains in a Pending state unless further action is taken by the old or new SP.

There are restrictive deadlines on pushes. For more information, see Appendix F, Industry NP Documentation.

1. From the Main menu, click Find TN.

   The Find TN window opens.
2. Designate your company as the old service provider. On the Action Required tab, select **Concurrence Required**.

3. Click **Find**. The TN Details window opens, with a list of TNs that match your search.

4. Select the TNs you want to deny and click **Deny Push**.
You can perform a Deny Push on more than one TN at a time. The Deny Push window opens.

5. Click Notes and add more information (optional).
6. Select the TNs you want to deny and click Deny Push.
7. Check the status bar for confirmation.

Removing Conflicts

A conflict is defined as the halting of the porting process due to a disagreement between the old and the new service provider.

The new service provider can use this function to remove conflicts that have been placed on TNs after the six-hour conflict resolution restriction period.

1. From the Main menu, click Find TN. The Find TN window opens.
2. Create a search for the TN by one of the following methods:
   - Type the specific TN.
   - On the Action Required tab, select Resolve Conflicts.
   - On the NPAC Status tab, select Conflict.
3. Click Find.
   The TN Details window opens, with a list of TNs that match your search.
4. Select the TNs and click **Remove Conflict**.
   You can remove conflicts on more than one TN at a time.
   The Remove Conflict window opens.

![Figure 10-17: Remove Conflict Window](image)

5. Select the TNs and click **Remove Conflict**.
6. Check the status bar for confirmation.

**NOTE**

ONLY THE NEW SERVICE PROVIDER CAN REMOVE A CONFLICT USING THIS FUNCTION. IF YOU ARE THE OLD SERVICE PROVIDER AND WANT TO REMOVE A CONFLICT, SEE ACCEPTING A PULL ON PAGE 10-3.
11

PERFORMING FUNCTIONS ON TNS

In This Chapter

Overview 11-2
Reports on Current Status 11-2
Porting History 11-5
Remote Query 11-9
SOA-NPAC Audit 11-13
Creating an SV Audit 11-13
Managing an SV Audit 11-14
Deleting TNs 11-15
Overview

The interface features several functions for data management and administrative tasks, including checking the SOA status, NPAC status, and porting history of TNs and deleting old TN records from the SOA system.

Reports on Current Status

Use this function to view the data in the SOA database for a specific TN.

1. From the Main menu, click Find TN.

![SOA Main Menu Diagram]

The Find TN window opens.
2. Type the TN you are searching for and click **Find**.
The TN Details window opens.

3. Select your TN and click **Report**. You can retrieve a report on more than one TN at a time.
The TN Report window opens. Use the scroll bar to review all data retrieved.

4. To return to the TN Details window, click **OK**.
Porting History

Use this function to view porting history for a specified TN.

1. From the Main menu, click Find TN.

The Find TN Window opens.
2. Type the TN you are searching for and click **Find**.

The TN Details window opens.

![TN Details Window](image)

3. Select a TN and click **History**.

**NOTE**

YOU CAN CHECK HISTORY FOR MORE THAN ONE TN AT A TIME, BUT DUE TO THE LENGTH OF THE REPORTS, WE RECOMMEND REQUESTING TN HISTORY FOR ONLY ONE TN AT A TIME.
4. The TN History window opens.

![TN History Window](image)

**FIGURE 11-8**

**TN HISTORY WINDOW**

<table>
<thead>
<tr>
<th>ID</th>
<th>SUBSCRIBE</th>
<th>EVENT</th>
<th>DATE/HR</th>
<th>FIELD</th>
</tr>
</thead>
<tbody>
<tr>
<td>(444) 789-3655</td>
<td>telco 5</td>
<td>8/25/98-10:22:34</td>
<td>telco 2</td>
<td>Active Action</td>
</tr>
<tr>
<td>(444) 789-3655</td>
<td>telco 5</td>
<td>8/25/98-10:50:19</td>
<td>telco 2</td>
<td>Last Action SL</td>
</tr>
<tr>
<td>(444) 789-3655</td>
<td>telco 5</td>
<td>8/22/98-9:35:32</td>
<td>telco 2</td>
<td>CDRM Service</td>
</tr>
<tr>
<td>(444) 789-3655</td>
<td>telco 5</td>
<td>8/25/98-10:16:52</td>
<td>telco 2</td>
<td>Port to Original</td>
</tr>
</tbody>
</table>

**NOTE**

FOR OPTIMAL PERFORMANCE, SELECT ALL OF THE EVENTS LISTED WHEN CREATING TN HISTORY REPORTS. SELECTING ONLY A SINGLE EVENT GIVES YOU INFORMATION FOR THAT EVENT ONLY. IF YOU SELECT ALL OF THE ITEMS, THE ENTIRE HISTORY OF THE TN IS PRESENTED.

5. For more information about a particular historical field update, select the required entries and click **Details**.
The TN History Report window opens. Use the scroll bars to view data.
Remote Query

Use this function to view the data NPAC has on file for TNs currently belonging to your company. This function is useful for researching subscriber inquiries and ensuring your SOA data is in sync with NPAC records.

Remote Query is also helpful in determining if an action performed on a TN has been received by all LSMS providers. If an LSMS is down at the time an action is performed, the Remote Query displays the LSMS and SPID in a failed service provider list.

To perform a remote query:

1. From the Main menu, click Find TN.
The Find TN Window opens.

2. Type the TN you are searching for and click **Find**.
The TN Details window opens.

3. Select the TNs you want to query and click Remote Query. You can query more than one TN at a time.

The Remote Query TN window opens, showing current NPAC information about the TN.
4. Select the required TNs and click **Remote Query**.

The Remote Query window opens with current NPAC data.

**NOTE**

REMOTE QUERIES ARE STRICTLY INFORMATIONAL. NO CHANGES OCCUR IN THE SYSTEM.

**NOTE**

PERFORMING A REMOTE QUERY DOES NOT UPDATE THE SOA WITH NPAC DATA OR RECONCILE DISCREPANCIES. IF YOU DISCOVER DISCREPANCIES BETWEEN YOUR DATA AND NPAC DATA, YOU CAN RECONCILE THESE DISCREPANCIES BY PERFORMING A SOA–NPAC AUDIT.
SOA-NPAC Audit

You can use the SOA to perform NPAC audits to ensure accuracy across all elements. Audits compare SVs, detect discrepancies, and automatically perform reconcile functions to re-synchronize data.

Creating an SV Audit

Use this function to begin an SV audit.

1. From the Main menu, click **Create SV Audit**.

   The Create Subscription Version Audit window opens.

2. Choose one of the following options to create an audit and click **All**:
   - **SOA-NPAC**: Compares SOA and NPAC data and automatically corrects the SOA to match NPAC information. The audit compares all data in the SV.
   - **NPAC-LSMS**: Contact your customer service specialist to perform an audit that profiles NPAC and LSMS data and automatically correct the LSMS to match NPAC information.
   - Type the TN you want to audit in the TN Range field. To specify a range of 10 TNs, type the first nine digits of the range. It is not recommended that service providers perform TN range audits of more than 10 TNs.

3. Type a unique audit name.

4. Click **Start**. When the audit completes, click **Close**.
Managing an SV Audit

1. Use this function to check the status of audits in progress, cancel audits in progress and view or update audits that are complete.

2. From the Main menu, click **Manage SV Audit**.
   The Manage Audit window opens.

3. At the bottom of the window, select one of the following:
   - **Mine**: To view audits you personally generated within the previous seven days. This option is useful for keeping track of your own activities.
   - **All**: To view audits generated by all staff at your company within the previous seven days. This option is useful if you are an administrator keeping track of all work performed, or you want to avoid duplicating your team members’ efforts.

4. Select audits and click **View** to check audit results.
   - Click **Create** to return to the Create SV Audit window and start a new audit.
   - Click **Stop** to cancel an audit in progress.
   - Click **Delete** to remove old audit records that you no longer need.
   - Click **Remote Query** to check status of your audits in progress.

**NOTE**
AUDITS ARE AUTOMATICALLY DELETED FROM THE SOA DATABASE AFTER SEVEN DAYS.
Deleting TNs

The delete TN function removes specified TNs from your local database and is to be used for cleaning out old data from your SOA records. Deleting signifies a permanent deletion from the SOA, but does not update NPAC records. The only SVs to delete are TNs in old, canceled, or needs porting status.

To delete a TN:

1. From the Main menu, click Find TN.

![SOA Main Menu Diagram]

Day to Day Operations

- New Subscriber
- Find Subscriber
- Find TN

Administrator Operations

- Personnel
- Service Provider
- SCP Services
- NPA-NOX
- Switch
- NPA/NOX/NPB

Audit Operations

- Create SV Audit
- Manage SV Audit

Logoff
The Find TN Window opens.

2. Type the TN you are searching for and click **Find**.
The TN Details window opens.

3. Select the TNs and click **Delete TNs**.

The Delete TN window opens.

4. Select appropriate TNs and click **Delete**.

Check the status bar for confirmation.
In This Chapter

Overview 12-2
NPAC Requirements for Implementing NPA Splits 12-2
The Split Process 12-3
The PDP 12-4
Key Dates Associated with NPA Splits 12-5
Key Activities Associated with Splits 12-6
Overview

The SOA system offers users the ability to query SV information under either the old or the new NPA during the permissive dialing period (PDP).

The following pages describe the NPA-NXX split process in detail. If you need assistance, contact your VeriSign customer service specialist.

NPAC Requirements for Implementing NPA Splits

The NPAC must be notified of all NPA-NXXs that will be split at least 30 days in advance. The service provider (LERG code holder) responsible for the NPA split must communicate NPA split information directly to the NPAC.

The NPAC requests that all service providers e-mail the following information to ensure a successful NPA split:

- The old and new NPA
- The affected NXXs
- The service provider identification (SPID)
- The agreed on date to install the split into the system
- The start date of the PDP
- The end date of the PDP (If the original end date of the permissive dialing period is extended, you must provide the NPAC with this date change as quickly as possible.)

Address the e-mail to the following two recipients:

- Neustar: npasplits@neustar.com
- Your VeriSign customer service specialist

To ensure the best quality of service, you must send your VeriSign customer service specialist a copy of all e-mail notifications to NPAC.

The NPAC modifies all the previously ported SVs affected by the split to associate the new TN with the SV in the PDP.

Split information input is not allowed if there are any partially failed or sending SVs associated with the old NPA-NXX. All SVs must be in an active state or the split does not occur.
The Split Process

Steps to be taken by the NPAC:

1. After the NPAC is notified, the process begins. No communication occurs between any SOA, LSMS, or network elements and the NPAC through the online interface for an impending NPA split beyond providing the NPAC with the new network data NPA-NXXs and LRNs if applicable.

2. The NPAC types the information for the NPA split (the current NPA, the new NPA and the affected NXXs) plus the beginning and end date of the PDP into the GUI. (This function of the NPAC Administrative Interface is only available to NPAC operations personnel.)

3. Next, the NPAC verifies that the new and the old NPA-NXXs involved in the NPA split exist and are not currently involved in another NPA split.

4. New NPA-NXXs are opened before the NPA split. At this point, the NPAC verifies that the NPA split has an effective date equal to the start of PDP.

5. NPAC posts this information on its Web site at www.npac.com.

Steps to be taken by the Service Provider:

1. Participate in industry meetings and conference calls during the planning stages of a split.

2. Open the new code in the LERG (45 days in advance).

3. Update switch translations tables and back office systems with split information.

4. Create the new NPA-NXX in the SOA and send it to the NPAC. If the old NPA-NXX exists in the SOA, the SOA software automatically creates the new NPA-NXX for you and broadcasts this to NPAC.

5. If required, create a new LRN in the SOA and send it to the NPAC. After the LRN is sent, update the LERG and the override GTT data to ensure accurate final GTT routing (the service provider or your service bureau can perform this function on your behalf).

6. If a new LRN is required, the service provider must update all SVs with the new LRN through either a modify of the SV or a NPAC mass update. This step is crucial to ensuring proper call routing for your ported TNs. Failure to update can result in dropped calls.

7. Ensure that any SVs associated with the splitting NPA have been activated before the start of the PDP.
8. After permissive dialing ends, the SPs can remove any old network data that is no longer valid due to the split (LRNs, NPA-NXX).

**NOTE**

NPAC SMS SHALL COMPLETE ANY NEEDED NPA SPLIT PROCESSING OR ACTIVITIES BY 00:01 CST ON THE START DATE OF PERMISSIVE DIALING. IF A SERVICE PROVIDER’S SYSTEM DOES NOT ALLOW FOR SETUP BEFORE A PERMISSIVE DIALING PERIOD, THEY MUST THEN IMMEDIATELY PERFORM THE OPERATIONS NECESSARY TO UPDATE THEIR INDIVIDUAL SOAS, LSMSS AND DATABASES.

The NPAC rejects an NPA split if NPAC determines:

- The old NPA-NXX involved in an NPA split does not exist when the split information is typed.
- A new NPA-NXX involved in an NPA split has an effective date not equal to the start of permissive dialing.
- A new NPA-NXX involved in an NPA split is involved in another NPA split.
- There are SVs with a status other than pending, old, conflict, canceled, or cancel pending in the new NPA-NXX.

**The PDP**

During the PDP, the NPAC accepts messages with either the old or new NPA, but broadcasts/downloads with the new NPA only.

All notifications and responses to the SOA system contains the new NPA only during the PDP, regardless of whether the SOA system is using the old or new NPA in its request to the NPAC SMS. For example, if a delete request is received, it broadcasts with the new NPA. The SV ID that the NPAC SMS is aware of for the TN is used in the messages.

The NPAC initiates the following on the NPA:

- Updates its SV records when permissive dialing ends to the new NPA. Existing records to the old NPA are modified so that the NPA is set to the new NPA and the field that held the new NPA during the PDP is deleted.
- Removes any references to the old NPA in any records involved in the split.
- Restricts creation of old and new versions:
  - An NPA split causes a shift of the data, not creation of a new entity.
  - NPAC SMS changes identity information for the TN when the NPA is changed.
NPAC SMS shall end NPA split PDP at 23:59 CST on the end date of PDP except in cases where there is no PDP. NPAC SMS shall complete NPA split processing in less than one minute for NPA splits that do not have a PDP on the day of the NPA split.

**NOTE**

AS PART OF YOUR SERVICE, VERISIGN UPDATES THE LSMS AND ALL NETWORK DATA TO ACCOMMODATE THE START AND END OF THE PDP.

**Key Dates Associated with NPA Splits**

**PDP Start Date:**
This is the date on which the public can begin dialing the new NPA to reach customers that are transferring. This date can be obtained from the Bellcore Area Code Split Exchange Data Disk (ACSED), or online at the Neustar National Number Administration web site: [www.nanpa.com](http://www.nanpa.com).

**First ANI Conversion Date:**
The first ANI conversion date is the date on which the local exchange carrier (LEC) can convert the first local serving office to forward the new NPA in the automatic number identification (ANI) portion of the equal access signaling protocol. The ANI is the calling subscriber’s 10-digit address. The new NPA is not forwarded in the ANI before the PDP date.

**PDP End Date:**
This is the date on which the old NPA can no longer be dialed to reach customers that transferred to the new NPA. This date is also known as the mandatory dialing date.

**Functional Conversion Date:**
This is the date on which the LECs convert their customer account and ordering systems to the new NPA, and the Interexchange Carriers are expected to provide the correct (new NPA) when ordering service. This is also the date on which LEC customers will see the new NPA on their LEC issued telephone bill.
Test Numbers/Number Availability Date:

This is a number to dial beginning on the availability date specified as indicated by the LEC. The successful completion of these test numbers before the specific PDP start date is subject to a number of variables:

- The LEC has opened the new NPA in local offices
- The new NPA has been opened to route in customer’s premises equipment (CPE), (in other words, a private branch exchange).
- The IXC to which the customer is pre-subscribed has opened the new NPA to complete to the serving LEC office.

The test number will be included in this message until the number is no longer available. These test numbers might return answer supervision, creating a billable record according to the practices of the LEC.

Key Activities Associated with Splits

Code Opening:

If the SOA customer is the LERG assignee for the NPA being split, then the new NPA-NXX needs to be defined within the SOA and forwarded to the NPAC along with the effective date. If the old NPA-NXX is defined in the SOA, the SOA software automatically creates the new NPA-NXX with an effective date that is the same as the start date of PDP. This information is broadcast to NPAC. The service provider must also provide this information to the LERG entity to notify other SPs of this change so that routing is not affected.

The effective date sent to the NPAC (the start date for PDP) shall be the same effective date sent to the LERG.

LRN Creation:

If the NPA-NXX of the original LRN is being changed due to the split activity, the customer will be required to create a new LRN using the new NPA-NXX.

The customer must notify both VeriSign and the LERG entity to alert other SPs of this change so that routing is not affected.

Porting after the start of PDP:

Use the new NPA-NXX to port during PDP.

For more information about NPA split scenarios, see APPENDIX J, NPA SPLIT SCENARIOS.
In This Chapter

Troubleshooting SOA Interface ............................................. 13-2
Troubleshooting NPAC Issues ............................................... 13-3
Business Recovery Service Goals for ICP and SOA Issues .......... 13-4
Troubleshooting SOA Interface

This chapter provides guidelines for system maintenance and troubleshooting problems with your service.

NPAC Issues

If the trouble is at the NPAC, VeriSign will communicate directly with the NPAC on your behalf. You will be provided with ongoing updates and immediate notification after the NPAC has notified VeriSign that the problem is resolved.

NPAC Maintenance Windows

The NPAC weekly maintenance window is 6 a.m. to noon Central Time every Sunday. Extended NPAC maintenance windows are scheduled as needed.

Do not send subscriptions versions through the SOA to the NPAC during maintenance windows. The NPAC might not be able to receive and process transactions during those times.

Extended NPAC maintenance and service provider maintenance notifications are posted on the NP/SOA start page located at http://www.illuminet.com/apps/lnp.shtml

Interpreting Interface Error Messages

If you encounter an error message that you don’t understand or a problem that you are unable to resolve, call the NP help desk (1-800-416-3882). The help desk is available 24 hours a day, seven days a week. When you call, be prepared to provide:

- Your company name and SPID
- Your name and call-back number
- Your login name
- Description of the problem
- Date and time the problem occurred
- Affected TNs
- NPAC region
- Current status of the problem
- Steps you might have already taken to isolate and solve the problem (including whether you have performed a SOA-NPAC audit)
NOTE
FOR AN EXPLANATION OF INTERFACE ERROR MESSAGES AND RECOMMENDED RESOLUTION PROCEDURES, SEE APPENDIX B, SOA ERRORS.

Your customer service specialist will review your problem and provide assistance accordingly. If necessary, you will be issued a trouble ticket number, and your customer service specialist will refer the issue to the appropriate support personnel for further investigation. You will be contacted with status or resolution within 24 hours.

Troubleshooting NPAC Issues

If the trouble is at the NPAC, VeriSign will communicate with the NPAC on your behalf until the problem is resolved. You will be provided with updates until the problem is resolved.

NPAC Maintenance Windows

The NPAC weekly maintenance window is 6 A.M. to noon, Central Time, every Sunday. Extended NPAC maintenance windows are scheduled as needed.

NOTE
DO NOT SEND SUBSCRIPTIONS VERSIONS THROUGH THE SOA TO THE NPAC DURING MAINTENANCE WINDOWS.

A schedule of extended NPAC maintenance and service provider maintenance windows are posted on the VeriSign number portability interface start page at http://www.illuminet.com/apps/lnp.shtml
Business Recovery Service Goals for ICP and SOA Issues

If there is a problem with the SOA interface, VeriSign will work continuously until the problem is resolved. If the SOA or SOA-to-NPAC connection is down, VeriSign will begin a manual process for submitting activates to the NPAC.

When service is restored, VeriSign notifies you by fax, phone, or e-mail that you can resume using the SOA interface.

The VeriSign number portability service team follows these business recovery levels:

<table>
<thead>
<tr>
<th>Item</th>
<th>Business Recovery Service Goal Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary SOA interface availability</td>
<td>To maintain primary interface availability at a minimum of 99.4 percent annually.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE...</strong> CUSTOMERS ARE RESPONSIBLE FOR MAINTAINING THEIR OWN INTERNET SERVICE PROVIDER CONNECTIONS.</td>
</tr>
<tr>
<td>VeriSign scheduled service unavailability (excluding NPAC maintenance windows)</td>
<td>To maintain SOA scheduled service unavailability at equal to or less than two hours per month, or such period otherwise agreed to by involved parties.</td>
</tr>
<tr>
<td>SOA backup method</td>
<td>Manual updates to NPAC are initiated within four hours (for service-affecting transactions).</td>
</tr>
<tr>
<td>Scheduled service unavailability notification-routine maintenance</td>
<td>To give notice of scheduled service unavailability for routine maintenance a minimum of two weeks in advance.</td>
</tr>
</tbody>
</table>
| Scheduled service unavailability notification-non-routine maintenance | To give notice of scheduled service unavailability for non-routine maintenance as follows:  
  • During normal business hours—a minimum of seven days in advance.  
  • During non-business hours—a minimum of 24 hours in advance.                                                                                                                            |
| Unscheduled service unavailability notification            | To notify customers within two hours of detecting trouble resulting in unscheduled service unavailability. When service is restored, VeriSign notifies you by fax, phone, or e-mail.                                                                 |
GLOSSARY
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>API</td>
<td>Application Programming Interface</td>
</tr>
<tr>
<td>CLASS</td>
<td>Custom Local Area Signaling Services</td>
</tr>
<tr>
<td>CLLI</td>
<td>Common Language Location Identifier</td>
</tr>
<tr>
<td>CMIP</td>
<td>Common Management Information Protocol</td>
</tr>
<tr>
<td>CNAM</td>
<td>Caller ID with Name</td>
</tr>
<tr>
<td>CO</td>
<td>Central Office</td>
</tr>
<tr>
<td>CPE</td>
<td>Customer Premises Equipment</td>
</tr>
<tr>
<td>DPC</td>
<td>Destination Point Code</td>
</tr>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
</tr>
<tr>
<td>FOC</td>
<td>Firm Order Commitment</td>
</tr>
<tr>
<td>GTT</td>
<td>Global Title Translation</td>
</tr>
<tr>
<td>ISP</td>
<td>Internet Service Provider</td>
</tr>
<tr>
<td>ISVM</td>
<td>Interswitch Voice Messaging</td>
</tr>
<tr>
<td>LAN</td>
<td>Local Area Network</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>LERG</td>
<td>Local Exchange Routing Guide</td>
</tr>
<tr>
<td>LIDB</td>
<td>Line Information Database</td>
</tr>
<tr>
<td>LNP</td>
<td>Local Number Portability</td>
</tr>
<tr>
<td>LRN</td>
<td>Location Routing Number</td>
</tr>
<tr>
<td>LSMS</td>
<td>Local Service Management System</td>
</tr>
<tr>
<td>LSR</td>
<td>Local Service Request</td>
</tr>
<tr>
<td>LSR/FOC</td>
<td>Local Service Request/Firm Order Commitment</td>
</tr>
<tr>
<td>NANC</td>
<td>North American Numbering Council</td>
</tr>
<tr>
<td>NPAC</td>
<td>Number Portability Administration Center</td>
</tr>
<tr>
<td>OCN</td>
<td>Operating Company Number</td>
</tr>
<tr>
<td>OPC</td>
<td>Originating Point Code</td>
</tr>
<tr>
<td>PBX</td>
<td>Private Branch Exchange</td>
</tr>
<tr>
<td>RBO</td>
<td>Regional Bell Operating Company</td>
</tr>
<tr>
<td>SCP</td>
<td>Service Control Point</td>
</tr>
</tbody>
</table>
SOA  Service Order Administration

SOM  Service Order Mediation

SP   Service Provider

SS7  Signaling System 7

STP  Signal Transfer Point

SV   Subscription Version

TN   Telephone Number

URL  Universal Routing Location
B

SOA ERRORS
SOA Errors

The following table describes causes and resolutions for error messages you might receive when you use the interface.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Potential Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>dl failed</td>
<td>One or more LSMSs were down when the transaction was sent</td>
<td>Audit the TN to get the correct status. If the audit fails, ask the NPAC to resend the affected TN.</td>
</tr>
<tr>
<td>dl failed partial</td>
<td>One or more LSMSs were down when the transaction was sent</td>
<td>Audit the TN to get the correct status. If the audit fails, ask the NPAC to resend the affected TN.</td>
</tr>
<tr>
<td>Failed enqueue failed</td>
<td>You attempted to perform a remote query while an NPAC association was down</td>
<td>Retry the remote query when the NPAC association is restored.</td>
</tr>
<tr>
<td>Message received was null</td>
<td>The interface lost its connection to the server</td>
<td>Log off, exit your browser, and log on again.</td>
</tr>
<tr>
<td>NPA not supported</td>
<td>You attempted to create an NPA-NXX or a switch in an unsupported region, or NPA is not configured in the database for the region you service provider specified.</td>
<td>Contact VeriSign</td>
</tr>
<tr>
<td>NPAC currently down</td>
<td>You created an audit or deleted an NPA-NXX or switch while an NPAC association was down</td>
<td>Retry the create/delete when the NPAC association is restored. Contact VeriSign if the association is not restored within 15 minutes.</td>
</tr>
<tr>
<td>NPAC duplicate managed object instance</td>
<td>You attempted to add an NPA-NXX (or switch) that already exists at NPAC</td>
<td>Contact VeriSign. Your customer service specialist determines if the NPA-NXX (or switch) has been claimed by another provider or was deleted by another user.</td>
</tr>
<tr>
<td>NPAC Processing Failure</td>
<td>You attempted to remove an NPA-NXX in an exchange with ported TNs.</td>
<td>Not permitted. There cannot be any SVs in the NPA-NXX when it is removed.</td>
</tr>
<tr>
<td></td>
<td>You attempted to remove a switch that has ported TNs assigned to it.</td>
<td>Not permitted. There cannot be any SVs assigned to that switch when it is removed.</td>
</tr>
</tbody>
</table>
## SOA ERRORS

### TABLE B-1  ERROR MESSAGES (CONTINUED)

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Potential Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPAC down</td>
<td>The interface has temporarily lost the NPAC association in the service provider specified region.</td>
<td>No action is required. Queued requests are sent after the association is restored.</td>
</tr>
<tr>
<td>Request queued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service provider ID not found for provider name and NPA from TN</td>
<td>You selected an incorrect provider name from the drop-down menu.</td>
<td>Some providers have different provider names in the drop-down menu for different regions. Select an alternate provider name for the service provider ID.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The NPA is not configured in the database for the region you service provider specified.</td>
<td>Contact VeriSign.</td>
<td></td>
</tr>
<tr>
<td>Request failure NPAC invalid argument value</td>
<td>You are trying to use a three-digit billing ID code when accepting a push</td>
<td>Per NPAC requirements, use a four-digit billing ID code.</td>
</tr>
<tr>
<td>SOM sending failure</td>
<td>The NPAC association went down after a request was sent to NPAC but before a service provide response was received.</td>
<td>Normally, the requests are processed by NPAC, but an audit might be required to update the SOA database. The association is restored automatically.</td>
</tr>
<tr>
<td>somAPI failed</td>
<td>The TN does not belong to the provider service provider specified.</td>
<td>Verify that the provider you are porting with owns the TN.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concur to the push before modifying the TN.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You attempted to modify a TN that has an invalid NPAC status.</td>
<td>You can modify TNs that are in the following states:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Active</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pending</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Disconnect pending</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Conflict</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You cannot modify a TN that is in sending status.</td>
<td></td>
</tr>
<tr>
<td>Error Message</td>
<td>Potential Cause</td>
<td>Resolution</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| somAPI          | **Invalid data values**  
|                | You attempted to activate a TN before the scheduled date.                                                                                                                                                        | Modify the TN to activate it before the scheduled date.                                               |
|                | The dates are not valid. Dates must be typed in the MM/DD/YYYY format. Previous dates are not permitted.                                                                                                           | Type date in MM/DD/YYYY format. Verify the date is not previous. For current dates, use Greenwich Mean Time. |
|                | The SV is in conflict at the NPAC.                                                                                                                                                                             | Resolve the conflict.                                                                                |
|                | As the old service provider, you attempted to put a subscription version in conflict after noon central time on the business day before the new service provider due date. | Not permitted.                                                                                       |
|                | The switch is not in the same region as the TN.                                                                                                                                                                | Select the correct switch for the TN.                                                                  |
|                | The switch is not valid.                                                                                                                                                                                       | Perform a remote query to verify that the NPAC record matches as the database record of the LRN.      |
|                | As the new service provider, you attempted to remove a conflict on an SV that has not been in conflict for at least six business hours.                                                                         | Wait until six business days have passed and remove the conflict.                                     |
|                | You are pushing a number with a cause code                                                                                                                                                                     | Do not use the cause code when pushing a TN unless putting a TN into conflict.                         |

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Potential Cause</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| somAPI          | **No version found**  
|                | You attempted to port a TN in an NPA-NXX that is not open for porting.                                                                                                                                          | Call VeriSign to verify porting status for the NPA-NXX. The owner of the NPA-NXX must open it for porting before SVs can be created. |

**TABLE B-1  ERROR MESSAGES (CONTINUED)**
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Potential Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>somApi</td>
<td>The TN has already been ported by another provider.</td>
<td>Call VeriSign to verify that the TN is in pending or active to another provider.</td>
</tr>
<tr>
<td>SOA not authorized</td>
<td>You attempted to activate a TN before concurrence by the old service provider.</td>
<td>Wait for concurrence. If the service provider has already concurred, or if 18 business hours have passed, you might need to audit the TN.</td>
</tr>
<tr>
<td></td>
<td>You attempted an action that is already complete, but the database has not yet received the update from the NPAC.</td>
<td>Perform a remote query. If the TN states in the SOA do not match the results of the remote query, audit the TN.</td>
</tr>
<tr>
<td></td>
<td>You attempted to concur to a port after the scheduled date.</td>
<td>Ask the other service provider to change the date to the current or future date.</td>
</tr>
<tr>
<td></td>
<td>You attempted to port a TN with a previous old SV that has failed to one or more service providers.</td>
<td>Call VeriSign to check the status of the failed service provider.</td>
</tr>
<tr>
<td>somApi Version create already exists</td>
<td>You attempted an action that is already complete, but the database has not yet received the update from the NPAC.</td>
<td>Perform a remote query. If the TN states in the SOA do not match the results of the remote query, audit the TN.</td>
</tr>
</tbody>
</table>
PORTING SCENARIOS
Porting Scenarios

Each table in this appendix lists operations that can be performed during a specific porting scenario. For each operation, the NPAC status, concurrence status, and next action required are listed for the new and old service provider (SP).

Pull TN: old SP accepts pull

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>New SP creates new subscriber</td>
<td>New</td>
<td>Needs porting</td>
<td>No concurrence required</td>
<td>Port required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New SP initiates pull</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Wait for concurrence</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP accepts Pull*</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP activates TN</td>
<td>New</td>
<td>Active</td>
<td>Push accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
</tbody>
</table>

*If the old SP does not concur to the pull within 18 business hours, the TN will auto-concur. You can activate the TN even though the next action required remains in “Wait for concurrence” status.
## Pull TN: old SP denies pull

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>New SP creates new subscriber</td>
<td>New</td>
<td>Needs porting</td>
<td>No concurrence required</td>
<td>Port required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New SP initiates Pull</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Wait for concurrence</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP denies pull (requires cause code)</td>
<td>New</td>
<td>Conflict</td>
<td>Push accept performed</td>
<td>Resolve conflict</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Conflict</td>
<td>Push accept performed</td>
<td>Resolve conflict</td>
</tr>
<tr>
<td>New SP resolves conflict</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP activates TN</td>
<td>New</td>
<td>Active</td>
<td>Push accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
</tbody>
</table>

## Push TN: new SP accepts push

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old SP creates new subscriber</td>
<td>New</td>
<td></td>
<td>No concurrence required</td>
<td>Port required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Needs porting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old SP initiates push</td>
<td>New</td>
<td>Pending</td>
<td>Push accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP accepts push</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP activates TN</td>
<td>New</td>
<td>Active</td>
<td>Push accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
</tbody>
</table>
**Push TN: new SP denies push**

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old SP creates a new subscriber</td>
<td>New</td>
<td>Old</td>
<td>Needs porting</td>
<td>No concurrence required</td>
</tr>
<tr>
<td>Old SP initiates push* (requires cause code)</td>
<td>New</td>
<td>Old</td>
<td>Pending</td>
<td>Push accept</td>
</tr>
<tr>
<td>New SP denies push*</td>
<td>New</td>
<td>Old</td>
<td>Pending</td>
<td>Push accept performed</td>
</tr>
<tr>
<td>Port concurrence timer expires (Old SP retains TN)</td>
<td>New</td>
<td>Old</td>
<td>Pending</td>
<td>No concurrence required</td>
</tr>
</tbody>
</table>

*The TN is accessible before the port concurrence timer expires and defaults to Pending after the timer expires.

**NOTE**

YOU CAN ASSIGN A CAUSE CODE, WHICH INDICATES SPECIAL CIRCUMSTANCES INVOLVED WITH THE PORT. FOR EXAMPLE: YOU DID NOT COMPLETE THE LSR/FOC PROCESS BEFORE YOU INITIATED THE PORT IN THE SOA.

**Disconnect**

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active TN</td>
<td>New</td>
<td>Active</td>
<td>Push accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP initiated disconnect</td>
<td>New</td>
<td>Disconnect pending/old</td>
<td>Push accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active/recent disconnect (old)</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
</tbody>
</table>
### Cancel SV of TN in conflict

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>TN in conflict</td>
<td>New</td>
<td>Conflict</td>
<td>Push accept performed</td>
<td>Resolve conflict</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Conflict</td>
<td>Pull accept performed</td>
<td>Resolve conflict</td>
</tr>
<tr>
<td>New SP initiates cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>New SP concurs to cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>(optional)</td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP concurs to cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>

### Cancel SV of Disconnect Pending TN

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disconnect Pending TN</td>
<td>New</td>
<td>Disconnect pending</td>
<td>Push accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP initiates cancel</td>
<td>New</td>
<td>Active</td>
<td>Cancel accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Active</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
</tbody>
</table>
## Cancel SV of Pending TN: initiated by New SP before concurrence

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending TN pulled by new SP</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Wait for concurrence</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>New SP initiates cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>

## Cancel SV of Pending TN: initiated by New SP after concurrence

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending TN pulled by new SP</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP initiates cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>New SP concurs to cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP concurs to cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>
## Cancel SV of Pending TN: initiated by Old SP after concurrence

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending TN pulled by new SP</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>Old SP initiates cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP concurs to cancel (optional)</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP concurs to cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>

## Cancel SV of Pending TN: initiated by Old SP before concurrence

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending TN pushed by old SP</td>
<td>New</td>
<td>Pending</td>
<td>Push accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>Old SP initiates cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>
### Cancel SV of Pending TN: initiated by Old SP after concurrence

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrence Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending TN pushed by old SP</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>Old SP initiates cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP concurs to cancel</td>
<td>New</td>
<td>Canceled pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Cancelled pending</td>
<td>Cancel accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP concurs to cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>

*If the new SP fails to concur to a cancel within 18 business hours, the NPAC status is set to conflict and a resolve conflict request is required.*
**Cancel SV of Pending TN: initiated by New SP after concurrence**

<table>
<thead>
<tr>
<th>Operation</th>
<th>SP</th>
<th>NPAC Status</th>
<th>Concurrency Status</th>
<th>Next Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending TN pushed by old SP</td>
<td>New</td>
<td>Pending</td>
<td>Push accept performed</td>
<td>Activate required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Pending</td>
<td>Pull accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td>New SP initiates cancel</td>
<td>New</td>
<td>Canceled Pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled Pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>New SP concurs to cancel (optional)</td>
<td>New</td>
<td>Canceled Pending</td>
<td>Cancel accept performed</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled Pending</td>
<td>Cancel accept</td>
<td>Concurrence required</td>
</tr>
<tr>
<td>Old SP concurs to cancel</td>
<td>New</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
<tr>
<td></td>
<td>Old</td>
<td>Canceled</td>
<td>No concurrence required</td>
<td>No action required</td>
</tr>
</tbody>
</table>
D

NPAC STATES
## NPAC States

<table>
<thead>
<tr>
<th>NPAC State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Version is currently active on the network.</td>
</tr>
<tr>
<td>Canceled</td>
<td>A pending or conflict version was canceled before activation in the network.</td>
</tr>
<tr>
<td>Cancel Pending</td>
<td>SV is awaiting cancellation acknowledgment from the concurring service provider(s), at which time the SV will be set to canceled.</td>
</tr>
<tr>
<td>Conflict</td>
<td>A dispute exists between the two service providers and is awaiting resolution.</td>
</tr>
<tr>
<td>Disconnect Pending</td>
<td>SV is awaiting the effective release date, at which time the SV will be disconnected.</td>
</tr>
<tr>
<td>Failed</td>
<td>SV has failed activation to ALL LSMSs in the network.</td>
</tr>
<tr>
<td>Old</td>
<td>SV was previously active in the network and either was superseded by another active SV or was disconnected.</td>
</tr>
<tr>
<td>DI Partial Failed</td>
<td>SV failed activation in one or more (but not all) LSMSs in the network.</td>
</tr>
<tr>
<td>Pending</td>
<td>SV is either pending concurrence or pending activation from one or the other service providers.</td>
</tr>
<tr>
<td>Sending</td>
<td>SV is being sent to all the LSMSs in the network. (Sending status is not sent to the SOA, but it can be broadcast in a service provider’s response to a Remote Query or Audit).</td>
</tr>
<tr>
<td>Needs Porting</td>
<td>The SV has been created in the SOA but has not yet been ported. NPAC has no record of SVs in this status – it is a local database status only.</td>
</tr>
<tr>
<td>Recent Disconnect</td>
<td>The TN has been disconnected by the New service provider. The donor service provider can see the TN in a recent disconnect status (the NPAC status of disconnected SVs is Old).</td>
</tr>
<tr>
<td>NPAC State</td>
<td>Description</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
E

NP PROVISIONING STANDARDS AND TIMEFRAMES
## NP Provisioning Standards and Time Frames

<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port Concurrence</td>
<td>When both service providers are expected to authorize a TN to be ported</td>
<td>18 business hours</td>
</tr>
<tr>
<td>Conflict Expiration Window</td>
<td>The 30-day period in which TNs remain in conflict before being canceled by the NPAC. After 30 days, status changes to canceled.</td>
<td>30 calendar days</td>
</tr>
<tr>
<td>Pending Retention</td>
<td>The length of time pending SVs remain pending before being canceled</td>
<td>30 calendar days</td>
</tr>
<tr>
<td>Conflict Restriction</td>
<td>Time on the business day before the new service provider due date (when a TN is to be ported) that an old service provider is no longer allowed to place the SV in conflict</td>
<td>12:00 p.m. Central Time</td>
</tr>
<tr>
<td>Conflict Resolution Restriction</td>
<td>The length of time after an SV is placed in conflict that the NPAC prevents the new service provider from removing conflict</td>
<td>6 business hours Central Time</td>
</tr>
<tr>
<td>Initial Cancellation Concurrence</td>
<td>When both service providers must acknowledge an SV placed in a cancel pending state</td>
<td>9 business hours</td>
</tr>
<tr>
<td>Final Cancellation Concurrence</td>
<td>When both service providers must acknowledge a pending cancel after the second notice</td>
<td>9 business hours</td>
</tr>
<tr>
<td>Old Subscription Retention</td>
<td>The length of time old SVs are retained</td>
<td>18 calendar months</td>
</tr>
<tr>
<td>Cancel — Pending Retention</td>
<td>The length of time a canceled SV with last status pending is retained in the system</td>
<td>30 calendar days</td>
</tr>
<tr>
<td>Cancel — Conflict Retention</td>
<td>The length of time a canceled SV with last status conflict is retained in the system</td>
<td>30 calendar days</td>
</tr>
</tbody>
</table>

**NOTE**

A “BUSINESS DAY” VARIES FROM REGION TO REGION. CHECK DOCUMENTS AT [www.npac.com](http://www.npac.com)
F

INDUSTRY NP DOCUMENTATION
Industry NP Documentation

For more information about Local Number Portability, see:


G

CODE OPENING PROCEDURES
Code Opening Procedures

NANC has defined generic process flows for opening NPA-NXXs for porting in an NP environment. In summary:

- Service providers identify NPA-NXXs targeted for porting and notify the owners/holders of the NPA-NXXs. Notification must occur before the 15th of the month to be included in the next LERG update.

- The owners/holders must respond to the SPs within five business days, indicating whether the NPA-NXX can be processed. The owners/holders then notify the Local Exchange Routing Guide (LERG) to open the NPA-NXXs, 45 days before the date when porting needs to be effective (if the request cannot be processed, the owners/holders must note the reasons in the response).

- The LERG publishes notification of the NPA-NXXs to be opened. LERG updates are published by the fifth business day of the month.

- Service providers and N-1 carriers update GTT information in their networks for appropriate services. GTT updating must occur within 45 business days of LERG publication.

- Owners/holders notify the NPAC of NPA-NXXs to be opened for porting. NPAC notification must occur within 45 business days of LERG publication.

- The NPACs download the information to the LSMSs on the effective date.

- On receipt of the first SV for porting the first number in a newly-opened NPA-NXX, the NPAC broadcasts a message to all LSMSs and SOAs.

- On receipt of the message, service providers open routing tables and set triggers in donor switches, NP-capable tandems and NP-capable offices in all networks.

NOTE

PORTABLE NPA-NXXS CAN BE SPLIT BETWEEN WIRELINE AND WIRELESS SERVICE PROVIDERS. AFTER THE NPA IS DECLARED PORTABLE, ALL NUMBERS WITHIN THE EXCHANGE BECOME PORTABLE. WIRELESS SPS WITH CUSTOMERS CALLING PORTABLE NUMBERS WILL TRANSFER QUERIES TO N-1 CARRIERS.

In certain situations, owners/holders can request that specific NPA-NXXs (telco-specific dedicated company-official business lines, wireless-only NPAs) not be opened as portable. You can identify these NPA-NXXs by submitting the list to your regional NP implementation and operations team. A representative of the team then provides the details to the state public utilities commission, which includes the information as part of an official “published” list.
FIRST-USE NOTIFICATION
Viewing NPA-NXX First-use Reports Online

1. To open the reports, go to: http://www.verisign.com.

2. On the menu at the top of the page, click Products/Services. The VeriSign Products/Services menu opens.

The Telecommunication Services page opens.

4. Scroll down to “Database Services” and click **Number Portability Services**.

   The NP Data Access page opens.

5. Under “Online Applications,” click **Local Number Portability (LNP) Service Order Administration (SOA)**.

   The Local Number Portability Online Application login page opens.
6. Scroll down to “Useful Links” and click **First Use Notification**.

A Security Alert dialog box opens, warning you that you are about to view pages over a secure connection.

7. Click **OK**.

The User Name and Password dialog box opens.
8. Type your **User Name** and **Password** and click **OK**. User names and passwords are provided during service implementation and are available on request from your customer service specialist.

The First-Use Notification Reports menu opens.

**Please select the region you would like to view**

<table>
<thead>
<tr>
<th>Current Month</th>
<th>Previous Month</th>
<th>History (06/02/1998 - Present)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Atlantic Region</td>
<td>Mid-Atlantic Region</td>
<td>Mid-Atlantic Region</td>
</tr>
<tr>
<td>Midwest Region</td>
<td>Midwest Region</td>
<td>Midwest Region</td>
</tr>
<tr>
<td>Northeast Region</td>
<td>Northeast Region</td>
<td>Northeast Region</td>
</tr>
<tr>
<td>Southeast Region</td>
<td>Southeast Region</td>
<td>Southeast Region</td>
</tr>
<tr>
<td>Southwest Region</td>
<td>Southwest Region</td>
<td>Southwest Region</td>
</tr>
<tr>
<td>West Coast Region</td>
<td>West Coast Region</td>
<td>West Coast Region</td>
</tr>
<tr>
<td>Western Region</td>
<td>Western Region</td>
<td>Western Region</td>
</tr>
<tr>
<td>All Regions</td>
<td>All Regions</td>
<td>All Regions</td>
</tr>
</tbody>
</table>

You can download the reports in three different formats:

- Current month activity appearing in descending order.
- Previous month activity appearing in descending order.
- All historical activity beginning June 2, 1998, through current date.

**FIGURE H-9** is an example of a typical report format:
9. You can view the reports online, save them to your computer in HTML format or print them through your browser.

To save a report to your computer in HTML format:

1. From the Main menu, right click the name of a report you would like to save. A Windows drop-down menu appears.

2. Click **Save Target As**.

   A Windows Save As dialog box opens prompting you to run the program or save it to disk.
3. Select a convenient location, for example: your desktop. The default file name appears in the dialog box: j2re-1_3_1_03-win.exe. You can rename the file. Click **Save**.

4. When the download is complete, open the file from its location on your computer.
SOA SETUP FORM
SOA Setup Form — Example

NP SOA Setup Form

Number Portability
SOA
Set Up Form

Please complete the following information (see page 3 for instructions) and fax to (360) 923-3457 Attn: Implementation.
Or, return the original, via express services, along with your signed NP SOA Service Agreement to VeriSign Telecommunication Services, 4501 Intelco Loop SE, Lacey, WA 98503 or mail the form to PO Box 2909, Olympia WA 98507. If you have any questions about your service, or completing this form, please contact our NP Customer Implementation Team, Chris Elijah at (360) 493-6189 or Terri Freiss at (360) 493-6134.

Reason for submitting this form:
1. ______ New ______ Change

If adding a region(s) to an existing contract, please indicate "change" and complete this form.

General Information:
2. Today’s Date: ____________________________ Subscriber ID: _______________________________

Customer Name: ___________________________ SPID: __________________

Mailing Address: ___________________________________________________________________

City: __________________________ State:  ____________ ZIP: ___________________

Phone: _______________________ Fax: __________________________________________

3. Customer Name as you would like it to appear in the NP Databases (limit of 15 characters):
_______________________________________________________ - VeriSign:SPID

Contact Information
4. Primary Administrative/Implementation Contact for SOA:

Name: ___________________________ Phone: __________________________

Cell Phone: ____________________ E-mail: __________________________

5. Primary Billing Contact for SOA (if different from above):

Name: ________________________________________________________________________________

Mailing Address: ________________________________________________________________________

City: _____________________________ State:  ________________ ZIP: __________________________

Phone: _______________________ E-mail: __________________________________________

Form-1270 (Rev. 2, 08/29/02)
Application Setup Information

6. Regions in which you will provide NP service (circle all that apply):
   
   Western   Midwest   Southeast
   WestCoast   Southwest   MidAtlantic   Northeast

7. Do you have NPAC Service Agreements executed for the regions identified above?
   
   ______ Yes   ______ No

   Note: SOA setup will begin only upon confirmation of the executed NPAC Regional Service
   Agreements. Please allow up to 30 days, after NPAC Agreement confirmation, for VeriSign
   Telecommunication Services (VTS) to complete the NP SOA setup process.

Miscellaneous Information

8. Your provider(s) for LIDB, CNAM, CLASS, WSMS and ISVM database services (include the provider’s
   name, point code and subsystem number for all applicable regions and services).

   Be sure to include complete, correct point code and subsystem number information; this detail is vital in
   configuring proper routing for these services. If VTS provides these services for you, just indicate ‘VTS’ in
   the appropriate box.

   If you change Service Providers for any of these services, you must submit a change request listing new
   Service Provider, point codes and subsystem numbers. Please contact VTS to help identify any special
   processing procedures.

<table>
<thead>
<tr>
<th>Region</th>
<th>LIDB (SP Name, point code, SSN)</th>
<th>CNAM (SP Name, point code, SSN)</th>
<th>CLASS (SP Name, point code, SSN)</th>
<th>WSMS (SP Name, point code, SSN)</th>
<th>ISVM (SP Name, point code, SSN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast</td>
<td></td>
<td></td>
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<tr>
<td>MidAtlantic</td>
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<tr>
<td>Midwest</td>
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<td>Southeast</td>
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<tr>
<td>Southwest</td>
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<tr>
<td>Western</td>
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</tr>
<tr>
<td>WestCoast</td>
<td></td>
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</tr>
</tbody>
</table>
NP SOA Setup Form

Instructions for completing the SOA Setup Form

Reason for submitting this form:

1. Please indicate if this is a **new** setup or a **change** to previously submitted information.

General Information:

2. **Today’s Date**: The date you completed the form.

   **Subscriber ID**: Your VeriSign Telecommunication Services (VTS) assigned Subscriber ID. If you do not have an ID assigned, leave it blank and a Customer Service Specialist will contact you with the assigned number.

   **Customer Name**: The name of your company.

   **SPID**: The unique 4-digit Service Provider Identification Number, which identifies your company to other carriers and the NPAC for porting purposes.

   **Mailing Address, Phone and Fax**: The main mailing address, phone and fax number of your company.

3. **Customer Name as you would like it to appear in the Number Portability Databases**: The name limit is 15 characters, so an abbreviated customer name may sometimes be required. NOTE: If this section is not complete, VTS may abbreviate. Also note, the customer name cannot be changed once the setup is complete.

Contact Information:

4. **Primary Administrative/Implementation Contact for SOA**: Indicate the primary person responsible for overall NP SOA management/coordination at your company including who will be coordinating training for your staff and general NP SOA management. A VTS NP Implementation Representative will contact this individual to schedule SOA training for your staff and to offer support as you may require. Include the individual’s phone number and e-mail address.

5. **Primary Billing Contact for SOA**: Indicate the person responsible for handling your billing. Include your billing address (if different from general company address), the phone and e-mail address of the individual.

Application Set-Up Information

6. **Regions in which you will provide NP Service**: VTS will need this information to set up automatic distribution of subscription versions to appropriate regional NPACs.

7. **NPAC Service Agreements**: Indicate if your service agreements have been executed with NPAC for the regions specified in item 6. VTS will obtain confirmation from NPAC prior to beginning SOA setup.

Miscellaneous Information

8. **Your Service Provider(s) for LiDB, CNAM, CLASS, WSMS and ISVM services**: VTS requires this information to configure the SOA.
NPA SPLIT SCENARIOS
# NPA Split Scenarios

**TABLE J-1  NPA SPLIT SCENARIOS**

<table>
<thead>
<tr>
<th>Split Scenarios</th>
<th>Before PDP Start</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New</strong> NPA-NXX SV Create</td>
<td>If a TN create is sent to the NPAC SMS with the new NPA for an NPA-NXX that is involved in a split before PDP, the NPAC SMS accepts and processes the new NPA-NXX port request. The NPAC SMS stores and returns the SV with the new NPA-NXX, as long as the due date is greater than or equal to the effective date of the NPA-NXX.</td>
</tr>
<tr>
<td><strong>Old</strong> NPA-NXX SV Create</td>
<td>If a TN create is sent to the NPAC SMS with the old NPA for an NPA-NXX that is involved in a split before PDP, the NPAC SMS accepts and processes the port request, storing and returning the SV with the old NPA-NXX (normal processing).</td>
</tr>
</tbody>
</table>
| **New** NPA-NXX SV Activate, Modify, Modify-Pending, Conflict, Cancel, Disconnect | If a TN request is sent to the NPAC SMS with the new NPA for an NPA-NXX that is involved in a split before PDP, the NPAC SMS rejects the activate, modify, modify-pending, conflict, cancel or disconnect request, because the SV would not yet be associated with the new NPA-NXX if it was not created with the new NPA-NXX.  
If a modify, modify-pending, conflict or cancel were sent for a pending TN in the new NPA-NXX it would be accepted and processed.  
An activate or a disconnect request for a TN in the new NPA-NXX would not be valid since that NPA-NXX must be the start of permissive dialing per the NPA-NXX SMS requirements. |
| **New** NPA-NXX Audit | If an audit request is sent to the NPAC SMS with the new NPA for an NPA-NXX that is involved in a split during PDP, the NPAC SMS accepts and processes the request for the activate, modify, modify-pending, conflict, cancel or disconnect for the TN.  
**NOTE... THE NPAC SMS does not, and the LSMSS must not, have SVs for the New NPA-NXX.** |
| **Old** NPA-NXX Audit | If an audit request is sent to the NPAC SMS with the old NPA for an NPA-NXX that is involved in a split during PDP, the NPAC SMS accepts and processes the audit request for the New NPA-NXX, despite the fact that the NPA-NXX is not yet effective.  
**NOTE... THE NPAC SMS does not, and the LSMSS must not, have SVs for the New NPA-NXX.** |
### NPA SPLIT SCENARIOS

**TABLE J-1**  NPA SPLIT SCENARIOS (CONTINUED)

<table>
<thead>
<tr>
<th>Split Scenarios</th>
<th>Before PDP Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old NPA-NXX LSMS - Creates, Deletes, and Modifies</td>
<td>If a TN request is sent from the SOA for the old NPA-NXX that is involved in a split before PDP, the NPAC SMS sends the old NPA-NXX.</td>
</tr>
<tr>
<td>New NPA-NXX LSMS Queries</td>
<td>If a TN query request is sent by the LSMS for the New NPA-NXX that is involved in a split before PDP, the NPAC SMS always return no SVs. No SVs would be returned due to the fact that there would be no active SVs because the new NPA-NXX would not have reached its effective date.</td>
</tr>
<tr>
<td>Old NPA-NXX LSMS Queries</td>
<td>If a TN query request is sent from the LSMS for an old NPA-NXX that is involved in a split before PDP, the NPAC SMS always returns the SVs in the old NPA-NXX.</td>
</tr>
</tbody>
</table>

**Split Scenarios**  

| New NPA-NXX SV Create | If a TN create is sent to the NPAC SMS with the new NPA for an NPA-NXX that is involved in a split before PDP, the NPAC SMS accepts and processes the new NPA-NXX port request. The NPAC SMS stores and returns the SV with the new NPA-NXX, as long as the due date is greater than or equal to the effective date of the NPA-NXX. |