FARMERS TELECOMMUNICATIONS COOPERATIVE, INC

LOCAL NUMBER PORTABILITY (LNP) BUSINESS RULES

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Table of Contents

Introduction

Section 1: Implementation

Section 2: Local Number Portability

Section 3: Trouble Reporting & Repair

Section 4: Directory Services

Section 5: Database Updates

Section 6: Contact Information

INTRODUCTION

This document has been developed in an effort to provide operational guidance between Farmers Telecommunications Cooperative Inc (Farmers) and the New Service Provider (NSP). The business rules will provide operational references for both parties to use to manage the business relationship. As changes are made in staffing, process improvement, and updates to each network, the business rules will serve as the medium to effectively communicate between Farmers and the NSP.

Farmers reserves the right to make changes to the business rules. In the event that Farmers makes changes, the modified version of the business rules will be forwarded to the NSP's Primary Contact specified in the NSP's Profile/TPP. The modified version will supersede and replace all previous versions.

SECTION I - IMPLEMENTATION

The business rules include Farmers' contact information, guidelines, standards and additional terms and conditions necessary to support Local Number Portability (LNP). Farmers' contact information is provided for general information, billing and contact information and ordering.

Farmers requests the NSP provide the ordering and provisioning contact information before implementation of LNP.

SECTION II - LOCAL NUMBER PORTABILITY

Wireless Service Providers

Wireless Service Providers (WSP) porting with Farmers must adhere to the following **in addition to** the remaining Farmers LNP Processes and Procedures outlined in the document:

A.) Absent an agreement between the WSP and Farmers to address the exchange of traffic to or from ported numbers, Farmers requests the WSP discuss how traffic will be routed to and from ported numbers in the context of a Planning and Implementation Team.

B.)The WSP shall only request to port numbers where the WSP has numbering resources assigned or where its coverage area overlaps the geographic location of the numbers it requests to port.

C.) Reserved numbers, as defined in 47 C.F.R. Section 52.15(f)(1)(vi) or a successor provision, may be ported only if there is at least one working telephone number in the group, as required by the FCC's rules and orders.

D.) If a Type 1 arrangement exists between the WSP and Farmers, Farmers requests the WSP and Farmers work together to migrate the WSP Type 1 telephone numbers to the WSP's switch prior to the start of porting between the WSP and Farmers.

Types of Ports

Simple Port
As defined by the FCC, simple ports: (1) do not involve unbundled network elements (2) involve an account only for a single line (3) do not include complex switch translations (*e.g.*,Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop/line) (4) do not include a reseller.

Non-Simple Port
A non-simple port is any port that does not qualify as a simple port.
Local Service Requests: (LSR) to port multi-line accounts qualify as non-simple ports and may require project management. Contact Farmers' Primary Contact for details before submitting the LSR**

Ordering
Local Service Request
The NSP must submit all port requests on Farmers' preferred Local Service Request Form (LSR). Farmers' preferred LSR will be provided (by Farmers) upon request by the NSP.

- The LSR must be complete, legible and accurate.
- Farmers **does not** support handwritten Local Service Requests.
- All Local Service Requests must be emailed to Farmers' dedicated LNP email address: **ftcports@staff.farmerstel.com**
- Farmers **does not** support Faxed Local Service Requests.

SECTION II - LOCAL NUMBER PORTABILITY

Simple Port Validation
The following fields will be used for **validation** of simple port Local Service Requests. Account Number, Telephone Number, and Zip Code.
Completion of the FCC-mandated 14 simple port fields is required on ALL port requests.

Non -Simple Port Validation
Non – Simple Local Service Requests **require** the Account Holder's Name and the Account Holder's Physical Address in addition to the FCC-mandated 14 simple port fields. **The entire LSR must be completed for non-simple ports.**

Coordinated Requests
If the customer requests the telephone number to port at a specific time on the day of the port, it is considered a Coordinated Request (Coordinated Hot Cut). A Coordinated Hot Cut (CHC) is NOT a Simple Port. The NSP must request a CHC in the Remarks section of the Local Service Request Form.

Rejected Orders
Farmers will reject any Local Service Request that cannot be processed due to inaccurate data on the Local Service Request.

Simple Ports: Farmers will provide the 'reject' notice within 4 business hours.
Non-Simple Ports: Farmers will provide the 'reject' notice within 24 hours.

Note: *When a Reject notification is received, a new port request is required.*

Local Response
Farmers will respond to an LSR with a Local Response ("LR"). The port date posted on the LR is firm. NSP should not port the end user's telephone number before the LR date unless SCT agrees to the earlier port date. **The LR is valid only for the due date posted on the LR.** A supplemental LSR must be submitted to request an extended due date. The LR will be emailed to the NSP contact as specified on the LSR.

Simple Port: Farmers will provide the LR within 4 business hours.
Non-Simple Ports: Farmers will provide the LR within 24 hours.

Supplemental Orders (Cancellations, Reschedules, Changes)
It is the NSP's responsibility to notify Farmers of port cancellations, reschedules, and/or changes to the port request. If the NSP does not notify Farmers of the port cancellation, reschedule and/or change, Farmers will proceed with the port out per the Firm Local Response date.

SECTION II - LOCAL NUMBER PORTABILITY

Cancellations
Farmers requests receipt of cancellation requests by **4pm local time** the day before the scheduled port date.

Cancel must be posted in the Remarks section of the LSR.
If a port request is canceled **on the due date**, the NSP must call Farmers' Customer Service Department to verbally cancel the port **AND** the NSP must submit a supplemental (SUP) Local Service Request to Farmers' Customer Service Center.

Reschedules
Farmers requests receipt of rescheduled requests by **4pm local time** the day before the scheduled port date. To ensure the port is rescheduled, the NSP must call Farmers' Customer Service Department to verbally reschedule the port **AND** submit a port supplemental (SUP) local service request to the Customer Service Center.

Reschedule must be posted in the Remarks section of the LSR and the new due date must be posted in the **Due Date** field.

If a port request is rescheduled **on the due date**, the new Service Provider must adhere to the above notification protocol.

Changes
Farmers requests submission of Change Orders by **4pm local time** the day before the scheduled port date. If an order is changed **on the due date**, the NSP should call Farmers' CSC first to notify Farmers of the change AND submit a supplemental Local Service Request for the change.

A **detailed description of the Change** must be present in the Remarks section of the LSR.

*All Local Service Request order cancellations, reschedules and changes must be submitted via a supplemental (SUP) Local Service Request. To ensure the change is processed with expediency, the reason for the supplemental order should be clearly stated in the 'Remarks' section of the Local Service Request. *

Emergency Port Change Notification
In cases where NSP is unable to notify Farmers of a due date and/or coordination time change within the guidelines listed above, NSP should call Farmers' Customer Service Center. NSP should identify that they are requesting an Emergency Notification Port Change. Farmers will make every attempt possible to assist NSP with the port change.

Local Service Order Due Dates
Farmers will port via FCC rules.

Simple Ports - Port out within one business day.

SECTION II - LOCAL NUMBER PORTABILITY

Non-Simple Ports - Port out within 3 business days.

NOTE: Multi-line accounts may require project management and a longer port out interval. Contact Farmers' CSC for additional details.

Ported Number Treatment

Ten-Digit Trigger (TDT)

Unless otherwise requested by the NSP, and if applicable, Farmers will apply the Ten-Digit Trigger (TDT) to all LNP orders.

Translations Removal

Translation Removal will be scheduled for 11:59pm on the due date, but can be changed by an LSR supplement received no later than 9pm local time on the due date.

Interoperability Testing

Testing is requested prior to porting 'live' customers. Typically, one week is required for testing.

SECTION III – TROUBLE REPORTING & REPAIR

Trouble Reporting

Farmers' Trouble Reporting & Repair Center will receive trouble reports from the NSP, generate internal trouble tickets and forward for processing.

Trouble Reporting Process

- The NSP must report troubles to Farmers' Trouble Reporting & Repair Contact listed in Farmers' Contact Information section of this document. Upon receipt of trouble reports for specific problems related to LNP, Farmers will generate internal trouble ticket(s) and forward for processing. A trouble ticket number for tracking purposes **<u>may</u>** be provided to the NSP.

- If Farmers receives a trouble report from an end user customer that has ported its telephone number to the NSP, Farmers will advise end user customer to contact the NSP directly. Farmers will only accept and act on trouble reports directly received from the NSP for ported telephone numbers.

Trouble Reporting Information
The following information is required for trouble reports:

- Contact Information
  - Carrier Name, Initiator's name, phone number, fax number, and email address
- Service Provider ID and OCN
- Location Routing Number
- Time and Date of Port
- Description of Problem

Repair Completion
Notification of repair completion will be emailed to the initiator of the trouble report. Farmers will not be held responsible for notifications not received by the NSP resulting from non-responsive or non-operational electronic mail.
Information included in the notice:

- Telephone Number
- Customer Name
- Resolution of the Trouble Ticket (if a problem is found)
- Date and Time the trouble was reported to Farmers
- Date and Time the trouble was cleared by Farmers(if applicable)

SECTION IV – DIRECTORY SERVICES

Directory Listing & Assistance
Upon completion of the port out, the NSP is responsible for the customer's directory listing and directory assistance information.

SECTION V – DATABASE UPDATES

NPAC and SOA Databases
Farmers and the NSP both shall be certified by the regional Number Portability Administration Center (NPAC).

SS7, 9-1-1- E9-1-1 & Other Databases
Farmers and the NSP are individually responsible for its own independent connections to the SS7 and 9-1-1/E9-1-1 networks. Farmers supports E911 service and will complete the necessary 911 functions required for a successful port.

SECTION VI – FARMERS CONTACT INFORMATION

GENERAL COMPANY INFORMATION:

Telephone Co. Name:	Farmers Telecommunications Cooperative, Inc
Address:	144 McCurdy Ave N
City, State, Zip Code:	Rainsville, AL 35986
OCN/SPID:	0290 (ILEC)
Hours of Operation:	8am-4pm M-F local time
Observed Holidays:	New Year's Day, Memorial Day, Independence Day, Labor Day, Good Friday, Columbus Day, Thanksgiving Eve, Thanksgiving Day, Christmas Eve & Christmas Day. * A recognized Holiday that falls on a Saturday will be observed on Friday and if a recognized holiday falls on Sunday, it will be observed on the following Monday.

PRIMARY CONTACT INFORMATION:

Name:	Marlon Williamson
Phone Number:	256-638-2144 ext 2075
Email Address:	mwilliamson@staff.farmerstel.com

911 CONTACT INFORMATION:

Name:	Marlon Williamson
Phone Number:	256-638-2144 ext 2075
Email Address:	mwilliamson@staff.farmerstel.com

FRAUD CONTACT INFORMATION:

Name:	Chris Bryant or Rebecca Mayo
Phone Number:	256-638-2144 ext 2040 or ext 2078
Email Address:	cbryant@staff.farmerstel.com or RMayo@staff.farmerstel.com

MIS-DIRECTED CALL INFORMATION:

Department Name:	Marlon Williamson
Phone Number:	256-638-2144 ext 2075
Email Address:	mwilliamson@staff.farmerstel.com

ESCALATION CONTACT INFORMATION:

Name:	Marlon Williamson or Rebecca Mayo
Phone Number:	256-638-2144 ext 2075 or ext 2078
Email Address:	mwilliamson@staff.farmerstel.com or RMayo@staff.farmerstel.com

TESTING CONTACT INFORMATION:

Name:	David Garrett or Jeff Pitts
Phone Number:	256-638-2144
Email Address:	dgarrett@staff.farmerstel.com or jpitts@staff.farmerstel.com

CUSTOMER SERVICE CENTER CONTACT INFORMATION:

Name:	Mitzi Bell or Debbie Dixson
Phone Number:	256-638-2144
Email Address:	**ftcports@staff.farmerstel.com (LSR Submission email address)**
Hours of Operation:	8-4 M-F
Order Cut-off Time:	Simple Ports: 1pm / Non Simple Ports: FCC Intervals

TROUBLE REPORTING & REPAIR CONTACT INFORMATION:

Name:	Mitzi Bell or Debbie Dixson
Phone Number:	256-638-2144
Email Address:	ftcports@staff.farmerstel.com
Contact Outside Hours of Operation:	256-638-2144 (follow prompts to speak to a representative)