**Port In V27.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150417/HL_Port_In_V27.doc)

**Description**

Local Number Portability (LNP) is defined by the Federal Communications Commission (FCC) as "the ability of users of telecommunications services to retain, at the same location, existing telecommunication number(s), without impairment of quality, reliability or convenience when switching from one local telecommunications carrier to another". Detailed information is described in [Local Number Portability (LNP)](https://www.centurylink.com/wholesale/pcat/lnp.html).

This PCAT addresses Port In activity using LNP. Port In is defined as the ability of End-Users to retain the same telephone number(s) when changing from one local service provider to another within a Rate Center. Either a new or existing CenturyLink™ end-user customer has requested that TN(s) currently provided by a different Network Service Provider to be ported into the CenturyLink network. These TN(s) may be established as POTS, DID TNs with trunks or other types of services.

"Port In" is where a Resale, commercial local exchange services products, e.g. CenturyLink™ Local Service Platform (CLSP™) or Public Access Line (PAL) provider request their newly acquired end-user's Telephone Numbers (TNs) be ported from a Competitive Local Exchange Carrier (CLEC) switch into a Resale, Resale CTX, CenturyLink commercial local exchange service or PAL provider service to be served by a CenturyLink switch.

The Port In process is offered on the following products or services:

* [Resale - Centrex 21](https://www.centurylink.com/wholesale/pcat/resalecentrex21.html)
* [Resale - Centrex Plus and Centron](https://www.centurylink.com/wholesale/pcat/resalecentrexplus.html)
* [Resale - Direct Inward Dialing (DID)](https://www.centurylink.com/wholesale/pcat/resaledid.html)
* [Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS)](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html)
* [Resale - Private Branch Exchange (PBX) Trunk Service](https://www.centurylink.com/wholesale/pcat/pbx.html)
* [Resale - Public Access Lines (PAL) Service](https://www.centurylink.com/wholesale/pcat/resalepal.html)
* [CenturyLink™ Local Service Platform (CLSP™)](https://www.centurylink.com/wholesale/pcat/localservicesplatform.html)

**Availability**

To determine LNP availability, refer to [Network Disclosure 414](http://centurylink.com/disclosures/netdisclosure414).

**Terms and Conditions**

Service Restrictions

The following service restriction applies:

* Telephone numbers may be ported only within their assigned rate center.

Local number portability (LNP) is confined to Service Provider Portability, either within the area serviced by the same central office or between areas serviced by different central offices within the same rate center.

In addition, the porting of certain TN(s) will not be provided on all porting activity when the following circumstances or services exist:

* Across an NPA boundary
* 555, 960 and 976 NXXs
* 500, 700, All Toll-Free Service Access Codes (SAC) NPAs (i.e.800, 855, 866, 877, 888,), 900, 911 services
* Other N11 codes, e.g., 411, 511 etc.
* CenturyLink Public Coin or Semi-Public Coin
* Numbers used for mass calling events
* Numbers associated with Paging Services

**Technical Publications**

Technical characteristics, including Network Channel /Network Channel Interface (NC/NCI™) codes, are described in [Technical Publication, CenturyLink Common Channel Signaling (CCS) Network Interface Specification, 77342](http://centurylink.com/techpub/77342/77342.pdf).

**Pricing**

**Rate Structure**

Recurring and nonrecurring charges do not apply to Port In, charges are based on products and services ordered.

**Rates**

Rates Section does not apply to the Port In process.

**Tariffs, Regulations and Policies**

Refer to [Terms and Conditions](https://www.centurylink.com/wholesale/clecs/portin.html#terms) of this PCAT for Regulations and Policies.

**Implementation**

**Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) or [Getting Started as a Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

**Pre-Ordering**

General pre-ordering activities are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG) Pre-Order](https://www.centurylink.com/wholesale/clecs/lsog.html).

**Ordering**

General ordering activities are described in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Port In service requests are submitted using the following Local Service Ordering Guidelines (LSOG) forms, as applicable:

* Local Service Request (LSR)
* End User (EU)
* Directory Listings (DL), if applicable
* Centrex Resale Services (CRS), if applicable
* Resale Services (RS), if applicable
* Port Services (PS), if applicable
* DID Resale (DRS), if applicable

Field entry requirements are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

Simple Port Request (SPR) service requests are submitted via [EASE (XML)](https://ease-lsr.lumen.com/) ~~(IMA Version 26 and 27 only) using the SPR Form. In IMA Version 28, the SPR Form is discontinued and requests for Simple Ports will be submitted using LSOG LSR, EU and NP forms. Effective on August 2, 2010~~, the ~~IMA~~   [EASE GUI](https://ease-lsr.lumen.com/) ~~will~~ ~~be~~ accepts~~ing~~ Simple Port using LSOG LSR, EU and NP forms.

Field entry requirements for ~~IMA~~ EASE Simple Port are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

Fax requests for Simple Port one or two business day intervals must be submitted through the Fax Gateway number designated for Simple Port orders. If submitted through the Service Request via Fax Telephone Number, the one or two business day interval is not supported. Fax requests for Simple Port must be submitted on LSOG 1Q10 forms.

Service requests should be placed using [~~Interconnect Mediated Access (IMA) Extensible Markup Language (XML)~~](https://www.centurylink.com/wholesale/ima/xml/index.html)~~,~~[~~IMA Graphical User Interface (GUI)~~](https://www.centurylink.com/wholesale/ima/gui/index.html) [EASE Graphical User Interface (GUI)](https://ease-lsr.lumen.com/), ~~or submitted through the Fax Gateway to the designated number in the following table:~~

|  |  |
| --- | --- |
| ~~Service Requests via Fax~~ | ~~(888) 796-9089~~ |
| ~~Simple Port orders only~~ | ~~(877) 343-7542~~ |

Please call Lumen LSR Order Support at 866-434-2555 opt 1 or click [Customer Service](http://lxdenvmap422.qintra.com:50000/wholesale/customerservice.html) to chat or [email Customer Service](mailto:CSIE@lumen.com).

The Port In service request must include the following:

LSR

* Desired Due Date (DDD) - Standard intervals for installations are based on product specific guidelines.
* Desired Frame Due Time (DFDT) -Based on scheduled access obtained from Appointment Scheduler
  + DFDT applies as follows:
    - 8:00 AM-5:00 PM access = Blank DFDT
    - 8:00AM-12:00 PM access = 8:00 AM DFDT
    - 12:00 PM-5:00 PM access = 12:00 PM DFDT

If the product requested does not require appointment access, DFDT may be anytime between 7:00AM - 7:00 PM MTN (e.g. DID telephone numbers).

Remarks - "LNP Port In to Resale, CenturyLink commercial local exchange service, as appropriate

When NPI field is populated, Manual IND must be set to “Y”

NOTE: Some providers require AUTHNM (Authorization Name) when CenturyLink submits an LSR to the Old Local Service Provider (OLSP) to Port the requested TNs. This information can be added in the Remarks section. If it is not added and the OLSP requires it, the LSR may be rejected until it is provided.

RS, CRS, PS and DRS

* List the TN(s) or the ranges of TN(s) to Port In

RS, CRS and PS

* Number Portability Indicator (NPI) (CenturyLink has implemented the use of the NPI field, although the field is optional CenturyLink prefers that where current product and systems allow its use, that you populate an appropriate entry in this field)
  + Port In Working TN = C
  + Port In Reserved TN = D

To ensure a successful Port In, all facilities and/or trunks must be installed and tested prior to the Port In due date. If facilities and/or trunks are not existing, they must be requested on a separate service request.

**Subsequent Service Requests**

A subsequent service request is required when ordering Design Services (e.g. Integrated Services Digital Network (ISDN) and Off Premise Extensions (OPX). For Design Services request the Port In order must be completed prior to submitting any subsequent service requests.

Features (i.e. High Speed Internet (HSI) and hunting) can be ordered on New Connect service requests. However, if you do need to submit other subsequent service requests for Non-Design it is recommended to allow the Port In order to complete.

Old Local Service Provider (OLSP) Firm Order Confirmation (FOC) Requirements

* CenturyLink will no longer perform a forced port for the New Local Service Provider (NLSP) when the OLSP fails to provide an FOC on the port request by the end of the day 3. OLSP has 72 hours to provide concurrence of the port request to the Network Service Provider (NSP), CenturyLink.

**Loop Reclamation**

You may request loop reclamation on port in activity in the Remarks section on the LSR.

For the CenturyLink policy on Loop Reclamation, refer to [Migrations and Conversions Overview](https://www.centurylink.com/wholesale/clecs/migrateconvert.html).

CenturyLink will attempt to reclaim facilities whenever the Number Portability Indicator (NPI) field is populated with a C, D, or Z. You may provide additional information for the loop reclamation on port in activity in the Remarks section on the LSR.

When possible, CenturyLink will reclaim an Unbundled Local Loop associated with migration activity:

CenturyLink will reclaim the Unbundled Local Loop associated with a telephone number being Ported-In to CenturyLink, for like services. CenturyLink will send the service request, EU and NP forms for straight number portability and will use the following REQ TYP entries depending upon whether CenturyLink is reclaiming an Unbundled Local Loop.

REQ TYP "CB" = CenturyLink is not reclaiming an Unbundled Local Loop  
REQ TYP "BB" = CenturyLink is reclaiming an Unbundled Local Loop

CenturyLink will advise the OLSP in the service request remark field whether or not the Unbundled Local Loop(s) is being reclaimed. If the Unbundled Local Loop(s) is being reclaimed, CenturyLink will also include the Exchange Company Circuit ID (ECCKT) in the service request remarks field or in the "ECCKT" field on the NP form preceding the associated "PORTED NBR" field.

Loss reports and Completion reports will identify the loop disconnect date for billing termination.

CenturyLink will not reclaim an Unbundled Local Loop associated with a telephone number being Ported-In to CenturyLink, if the end-user is changing address and CenturyLink is not aware of the loop at the old address or if the loop circuit ID cannot be identified. CenturyLink will identify this situation by entering the following remark on the service request , "End-user moving to new location, not reclaiming loop".

CenturyLink does NOT provide information on the re-use of facilities for the NLSP , CenturyLink provides the FOC stating that their request has been processed. Use of facilities to provision the service request to the end user customer is reserved by the NSP. The reclaiming of the facilities and the termination of billing is between the OLSP and the NSP.

**Pre-Completion Call Process**

CenturyLink offers a Port In pre-completion call process per your service request. This process provides advanced notice to you when the CenturyLink Technician is dispatched on the order.

Requests must include the following additional entries:

* Customer Contact Name (CCON)
* Can Be Reached Number (CBR)
  + Must be either a local or toll free telephone number
  + The telephone number must be a staffed telephone number or have a call message capability to allow for this information to be transferred efficiently limiting the effort to one attempt

service request entries include:

* Manual IND = Y
* Remark entry, "Pre-Completion Call CCON Name & CBR"

CenturyLink will place the call notification upon dispatch to the premise.

**Port In Ordering Activities Examples**

The following examples describe different types of Port In ordering activities:

[Process #1:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess101-2012.doc) Same Location End-User Not Moving

[Process #2:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess201-2012.doc) Same Location End-User Not Moving, with addition of new Line(s) with non Ported Number(s)  
  
\*\*\*Note\*\*\* In the case where the Port is unable to happen on the requested due date, the entire request will be put into jeopardy status, including the new non ported telephone numbers on the request.

[Process #3:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess301-2012.doc) New Location End-User Moving

[Process #4:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess401-2012.doc) End-User Moving to New Location Served by Existing Provider

[Process #5:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess501-2012.doc) End-User Moving to New Location Served by Existing Provider, New Facility

CenturyLink DSS must be established prior to porting in DID TNs. On new requests, CenturyLink will order the trunks with a DID test number belonging to CenturyLink. This will enable CenturyLink to test the trunks before the end-users TNs are ported in. The DSS DS1 and trunk orders must follow established service order intervals. In addition, the order porting in the DID TNs must be due at least one business day after the trunk order. CenturyLink commercial local exchange service orders are processed through ~~IMA~~ EASE, Resale DSS orders are processed through a manual fax.

[Process #6:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess601-2012.doc) New DSS with Port In DID TNs

[Process #7:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess701-2012.doc) Port In DID TNs to Existing DSS when CSR does not Exist

[Process #8:](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDPortInProcess801-2012.doc) Port In DID TNs to Existing DSS when CSR Exists

**Standard Intervals for LNP**

Service interval guidelines are found in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

**Options for NLSP if Port In request is rejected for lack of concurrence from OLSP**

CenturyLink will provide the following information on the rejected LSR:  
The PON/LSR number we used when submitting the port request to the OLSP  
The date when the request was submitted to the OLSP  
The method in which the request was submitted (i.e. email, online, fax)  
List of follow up dates and name(s) of the person(s) we attempted to contacted at the OLSP  
If the LSR was rejected due to wrong end user information provided to CenturyLink, CenturyLink will indicate that the LSR data does not match OLSP CSR data.

The NSLP has the following options:

Re-submit the request with a different due date to re-try the process  
Contact the OLSP and make reference to the PON/LSR which was sent on their behalf  
Escalate to the OLSP using the same contact CenturyLink used or additional contacts they have obtained. If successful with different contact, re-submit request and identify contacts in the remarks section of the LSR to CenturyLink  
Obtain a current CSR from the OLSP and re-submit the corrected LSR to CenturyLink

The following matrix is an overview for Port In Supplemental DD Changes or Cancels:

|  |  |  |
| --- | --- | --- |
| **Processing of Supplemental DD Changes or Cancels** | | |
| **NLSP will:** | **CenturyLink NSP will:** | **OLSP will:** |
| * Submit DD change or cancel to CenturyLink, no later than 8:00 PM MTN time on the business day prior to DD. * Accept on an individual order basis, should the situation occur where the FOC'd DD cannot be met, that CenturyLink may have to place the port and service order in jeopardy status. | * Accept DD change or cancel from the NLSP up to 8:00 PM MTN on the business day prior to the DD. * Send FOC for DD change or cancel to NLSP * Follow the jeopardy after FOC process if, on an individual order basis, the situation should occur where the DD cannot be met and the order requires a supplement or cancel. * Send DD change or cancel supplement to OLSP prior to 5:00 PM MTN on the DD * Expects that as long as the initial 6 or 10-business day DD minimum has been met and the subscription submitted to the NPAC, that subsequent due date changes are accepted as received for the indicated DD (Less than a 6 or 10 day interval.) * Expect that DD changes and cancels will be accepted by the OLSP up to 5:00 PM MTN on the DD * Expects that the OLSP will change the DD or cancel the order in their system as requested, to avoid an early or disconnect in error. | * Accept DD change or cancel from CenturyLink up to 5:00 PM MTN on the DD * Processes DD change or cancel to avoid early or disconnection in error * Send new FOC for the DD change or cancel request to CenturyLink |

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Billing**

Billing section does not apply to the Port In process.

**Training**

**Local CenturyLink 101 "Doing Business With CenturyLink"**

* This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information. [Click here to learn more about this course and to register](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html).

View additional CenturyLink course by clicking on [Course Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

**Contacts**

CenturyLink contact information is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

**Frequently Asked Questions (FAQs)**

**1. What is the purpose of the DFDT?**  
DFDT is needed to submit the subscription to the NPAC for automated port completion as well as the automated necessary switch programming work.

**2. Is the port in process the same if the NPA NXX was originally a CenturyLink TN not native to the Central Office the customer is moving to?**  
The Port in Process downloads are applicable to all ported TNs, whether they are native or non-native CenturyLink TNs or non-native CLEC TNs, as long as they are considered to be portable.

**3. When a CLEC is porting a number into a CenturyLink WC, how does the CLEC determine if the TN can be ported into a particular switch in a multiple switch CO when the number is not the native LSO NPA/NXX?**  
Porting in to a CenturyLink switch is restricted by rate center boundaries. The pre-order address validation function in ~~IMA~~ EASE will validate the end user's address and wire center. The CLEC should validate the TN NPA NXX with their own access to the LERG to determine if the rate center and wire center meet the rate center boundary guidelines for port in. Central offices may have multiple switches assigned to serve the rate center and wire center. Address validation in conjunction with NPA/NXX rate center validation is the only way to ensure portability. Designation of a particular switch is not required by the CLEC, only validation and rate center boundary rules are required to meet your port in request.

**4. How does switch capacity effect porting into a CenturyLink switch?**  
If a switch has reached capacity, CenturyLink's process is to review the network for possible solutions. The provisioning process would port into whatever switch was available to serve the address, with no effect on the end-user's TN. Should an out of capacity situation occur in which there was no relief, the order would go held and you would be notified through the jeopardy notification process.

**5. Is there ever a situation where a CLEC would have to request a Port In and a Port Within?**  
CenturyLink does not have a process for ordering a Port In and Port Within through one service request function. Port In indicates that the TN in question does not currently reside in a CenturyLink switch and must be ported in from another CLEC's network. A Port Within is when the TN is already in a CenturyLink WC either through traditional installation or through the port in process and is moved within the CenturyLink network to a different WC within the same Rate Center. However, it is also possible to Port In directly to a new address different from where the end-user's TN resided previously in the old CLEC's network within the same Rate Center.

**6. When Porting In/Within DID numbers, can I request a change to the trunks, account number and/or STN on the same LSR and due the same day?**   
No. A change to the trunks, account number and/or STN would be considered a Design Service, which must be requested on a subsequent service request with standard intervals applying.  See Subsequent Service Request section above.

**Last Update:**~~April 20, 2015~~  November 8, 2023

**Last Reviewed:** November 8, 2023