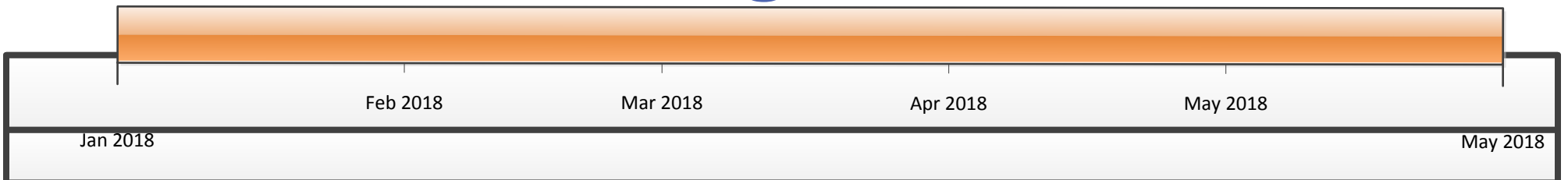


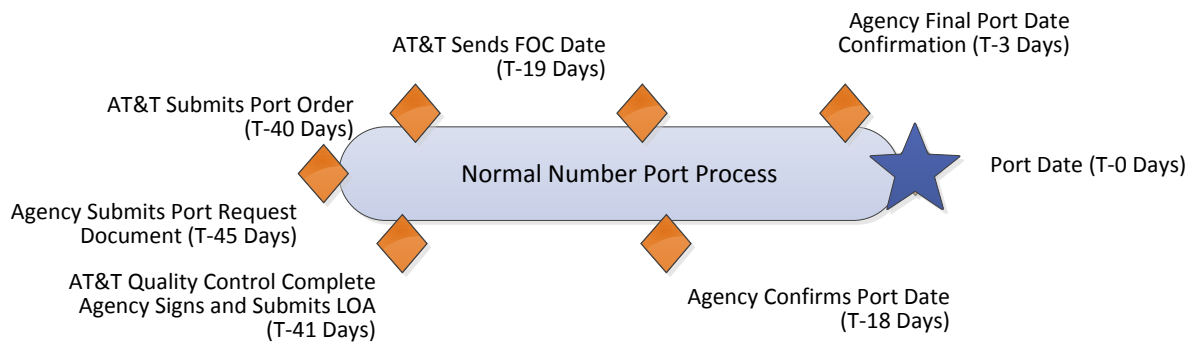
AT&T VoIP Number Porting Process



(A) Normal Process

- Common approach to number porting
- Use if porting an entire BTN
- BTN is locked during port request
- Timeline dependent on quantity of numbers porting (more than 49 numbers may take longer)
- 30 – 45 days total effort

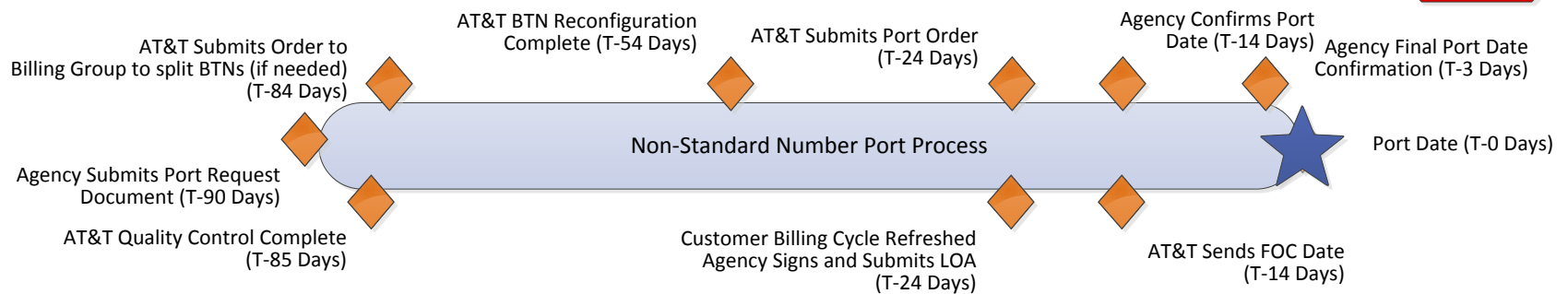
**Normal Process
30 – 45 Days**



(B) Non-Standard Process

- Non-Standard Approach
- Use if porting partial BTN's in multiple migration groups
- Multiple BTN's may be created as part of this effort
- Timeline dependent on quantity of numbers porting (more than 49 numbers may take longer)
- Minimum 90 day total effort

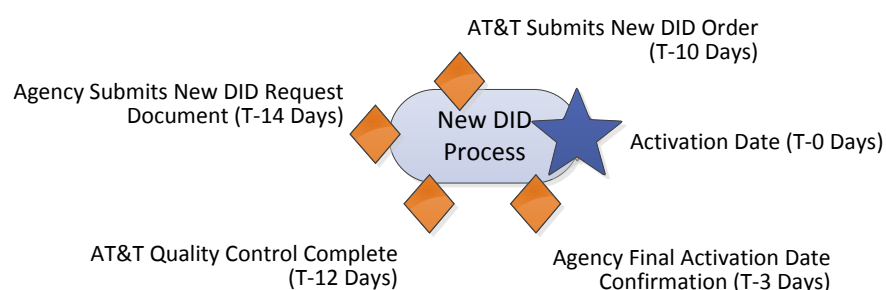
**Non-Standard Process
90 Days or Greater**



(C) New DID Number Process

- Use if agency is ok with new phone numbers
- Will be assigned area code of the office location
- No ability to forward from old Centrex number
- 10 - 14 day total effort

**New DID Process
10 – 14 Days**



Helpful acronyms and descriptions

Acronyms	Description
BTN	Billing Telephone Number – the BTN is the main telephone number on a customer account
CSR	Customer Service Record – the CSR is the record of information that the current carrier keeps on file which they check when receiving a request to port a number
DID	Direct Inward Dial or telephone number
FOC Date	Firm Order Commitment Date – the FOC Date is the firm commitment that the AT&T LNP gives for the date/time they will port the number. Once the order has received the FOC, it has been approved to port
LNP	Local Number Portability – the process of porting one number from one carrier to another
LOA	Letter of Authorization – the LOA is a signed agreement indicating that the end user wishes to switch services to a different provider
PSTN	Public Switch Telephone Network – PSTN is the aggregate of the world's circuit-switched telephone networks providing infrastructure and services for public telecommunication