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CenturyTel Service Guide

For CenturyTel ILEC areas



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▪ **Local Number Portability Ordering Process**

The Local Number Portability (LNP) allows end-users to retain their telephone number when switching local exchange carriers at the same address location. This particular form of local number portability is known as service provider portability.

The Carrier must provide the OCN that's registered with NPAC, also known as the NPAC "SPID," prior to placing orders for LNP.

The LNP ordering process begins when a Carrier submits an LNP LSR to CenturyTel. Activations are limited: DID, Type I, and Type II, to 100 per Carrier per day; POTS 50 per Carrier per day. Upon receipt and validation of a LSR, CenturyTel issues a FOC to the Carrier with a due date and service orders are issued, if applicable. It is the Carrier's responsibility to send a "Create Subscription Version (SV)" to the Number Portability Administration Center (NPAC) upon receiving a FOC. This indicates the Carrier's intent to port the number. CenturyTel then sends a "Concur SV" to NPAC. The Carrier then sends an "Activate SV" to NPAC on the due date, indicating that the number has been ported.

After receiving notification from NPAC about the Carrier's "Activate SV," CenturyTel issues or completes a Disconnect service order, and listing order if applicable, depending on the type of request. CenturyTel then sends an E-911 Unlock message to, a neutral third party responsible for the E-911 database administration. The Carrier sends an E-911 Migrate message.

It is important to note that a supplemental LSR is needed to modify the due date or add or remove phone numbers from the request. CenturyTel will return a FOC for the supplemental LSR. The Carrier must modify the SVs for each telephone number impacted.

The LNP ordering process can be divided into four sub-processes:

Term	Definition
Order Submission:	Carrier sends an LNP LSR to the CenturyTel Support Center via electronic interface through CenturyTel Ordering System (COS).
Order Validation:	CenturyTel validates the Carrier LSR for errors, and requests clarification when necessary.
Order Administration:	CenturyTel issues service orders for LNP requests, if applicable. CenturyTel sends a FOC to the Carrier, if clarification is not needed. The Carrier receives the FOC and immediately sends a "Create SV" to NPAC. CenturyTel then sends a "Concur SV" to NPAC. The Carrier sends the "Activate SV" to NPAC on the due date, porting the number.
Order Completion:	CenturyTel issues or completes the Disconnect order, and listing order if applicable, and sends E-911 Unlock message to the E-911 database provider. The Carrier sends E-911 Migrate message.

LSRs to cancel or make a changes to any port order must be received by 5:00 PM CT on the scheduled due date. Note: occasionally an influx of orders occurs, causing delays in order entry and FOC receipts. To obtain due date information, please contact the Customer Service Support Group. Orders received after 3 PM will be processed as if received next business day.

▪ **Number Portability Using the Ten-Digit Trigger Method:**

When requested by a Competitive Local Exchange Carrier (CLEC) and/or Commercial Mobile Radio Service (CMRS) provider pursuant to its agreement with CenturyTel, CenturyTel will use the "ten-digit trigger method" (TDT) to implement number portability via the Federal Communications Commission (FCC) mandated Local Routing Number process, but only to the extent such method is technically feasible. CenturyTel has identified a narrow set of circumstances when the use of TDT is not technically feasible.



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Specifically, when a CLEC/CMRS provider requests that a number be ported from a Nortel DMS10 or Siemens DCO switch, and the traffic associated with that number currently is routed over an Internet Service Provider (ISP)- or Direct Inward Dialing (DID)-type trunk group, or similar trunk group, TDT is not technically feasible due to inherent technical limitations in these two types of switches. In this situation, the parties must effect the porting of the number using a Coordinated Hot Cut (CHC) process.

▪ **Service Order Charges**

All orders submitted (ASRs and LSRs) are subject to application of Service Order Charges.

Carriers shall place order for number porting by submitting a local service request (LSR) to CenturyTel. A service order charge will be applicable when submitting a Local Service Request (LSR) for porting. The Service Ordering Charge covers the administrative order processing costs and is not associated with the recovery of any technical or materials costs that may be recovered through other charges. The rate charged will either be the contracted rate from the Agreement or a tariffed service order charge. The Purchase Order Number (PON) will be the identification for an individual LSR for billing purposes. CenturyTel will bill the service order charge for an LSR regardless if the LSR is later supplemented, clarified, or cancelled.

Tariffed service order charges are referenced on the Technical References page of this web site:

http://www.centurytel.com/WholesaleServices/technical_references/tech_refs.cfm

▪ **Network Interface Device (NID) Procedures**

A NID is a device or connection point that connects the network to the inside wire of a customer's premises, which provides a test point for the end user.

To view the procedures associated with NIDs, click on the following link:

http://www.centurytel.com/WholesaleServices/technical_references/nid_procedures.cfm

▪ **Unbundled Network Element (UNE)**

To the extent that there may be any conflict between a definition below and a definition in the Telecom Act of 1996, or its implementing orders or rules, the definition in the Act or orders and rules will be the controlling definition.

UNE (Unbundled Network Element) is a term that describes various network components which can only be ordered under the terms of applicable Section 251 (c) Agreements with non-rural ILECs. Where such Agreements exist, CLECs must adhere to the terms and conditions of their signed Interconnection Agreement, which includes all necessary conditions related to Unbundled Loops.

To view the process for submitting a request for a UNE, click on the following link:

http://www.centurytel.com/WholesaleServices/technical_references/docs/UNE_Process.pdf

2-Wire Analog Loop

A 2-Wire Analog Loop is a transmission facility which supports analog voice frequency, voice band services with loop start or ground start signaling within the frequency spectrum of approximately 300 Hz and 3000 Hz.