



# Cameron Communications Local Number Portability Business Rules

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Prepared by: Cameron Communications

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Cameron Communications Proprietary  
Use Pursuant to Company Policy

## Purpose of Document

The purpose of this document is to communicate Cameron Communications guidelines for the migration (Local Number Portability) of customer telephone numbers between service providers as it is defined by the FCC.

## 1.0 Business Rules

The following information is provided to carriers for their use when porting Telephone Numbers from Cameron Communications. The information contained in this document applies to all manner of carrier port out requests including residential and business, unless otherwise specified. The business rules are posted on Cameron's website: [www.camtel.com](http://www.camtel.com).

## 2.0 Pre-Order Process

### Residential, Business Voice Service

Cameron Communications does not require a New Local Service Provider (NLSP) to obtain a Customer Service Record (CSR) prior to submitting an LSR. CSRs will only be provided to carriers in which Cameron has entered into an-interconnection agreement. CSR request may be submitted via email to: [lnpserviceorder@camtel.net](mailto:lnpserviceorder@camtel.net).

## 2.1

## 3.0 Order Process

3.1 Port Order Interval-Residential Voice Service "Simple Ports". Simple Ports involve a single Customer line only and does not involve unbundled network elements.

Cameron Communication's order intervals for all residential port requests are as follows:

Type of Order	Interval
Port Out Original Request	1 Day
Supplemental Reschedule	1 Day
Supplemental Cancel	N/A

**Note:** Submissions received after 1:00 pm Central Time M-F will be time stamped and processed as being received at 8:00 am the following business day. Submissions received before 1:00 pm Central Time, FOC/Local Response will be submitted within 4 business hours. (Same day by 5:00 pm)

## 3.2 Port Order Interval-Business Voice Service

Cameron Communication's order intervals for all Business port request orders are as follows:

Type of Order	Interval
Port Out (V)	1 day 1 to 10 Numbers

Original Request	5 days: 11+ Numbers (See Multiple LSR)
Supplemental Reschedule	1 Day
Supplemental Cancel	N/A

### 3.2.1 Port Order Interval -Non-Simple Ports

Port Out Original Request	3 Normal Business Days
Supplemental Reschedule	2 Normal Business Days

**Note:** Submissions received after 4:00 pm Central Time M-F will be time stamped and processed as being received at 8:00 am the following day.

### 3.3 Local Service Request – Response

#### 3.3.1 Residential, Business Voice Service “Simple Ports”

Cameron Communications will provide a Local Response (Confirmation or Reject) within 4 Business hours of receipt of LSR via email: [lnpserviceorder@camtel.net](mailto:lnpserviceorder@camtel.net)

### 3.4 Port Resolution Contacts

Primary Contact: Bryan Richard, Switching Supervisor Telephone Number (Carrier Support) 337-583-2074.

### 3.5 Cameron Communications Observed Holidays

Cameron Communications company holidays are:

- New Year’s Day
- President’s Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year’s Eve ½ day

Note: If a holiday falls on a Saturday or Sunday, the observed holiday will be Friday or Monday respectively.

### 3.6 Supplemental Orders

Supplements are used to modify previously submitted orders. Cameron Communications requires supplements to a PON be submitted via email: [lnpserviceorder@camtel.net](mailto:lnpserviceorder@camtel.net) .

### 3.7 Hours of Operation

#### 3.7.1 Residential, Business Voice Service

Cameron Communications supports port out order processing and requests related to LSR inquiries for Residential and Business accounts 5 days a week. Hours of operation are Monday through Friday 8:00 am to 4:00 pm Central Time.

### 3.8 Provisioning Center Contact Information

#### 3.8.1 Residential, Business Voice Service

The Cameron Communications Single Point of Contact for Port Outs is shown below. The following number should be used to discuss any issues or questions about and LSR.

Provisioning Center: 800-737-3900 Ext 274 or [lnptesting@camtel.net](mailto:lnptesting@camtel.net)

### 3.9 Escalation Handling

#### 3.9.1 Residential, Business Voice Service

Escalation contacts are available below. The guidelines for escalation are:

- The LSR-Response was not received within 4 business hours of an LSR being submitted

If escalation is necessary, the LSP should call the Provisioning Center and provide the following information:

- LSP Contact Name and Telephone Number
- PON from the LSR
- Description/Reason for escalation

#### 3.9.2 Provisioning Center Contact.

Provisioning Center: 800-737-3900 or [lnptesting@camtel.net](mailto:lnptesting@camtel.net)

### 3.10 Restorations

#### 3.10.1 Residential, Business Voice Service

Cameron Communications will work with the NLSP to support restorations as necessary. If a restoration is necessary, the NLSP must contact the Provisioning Center and provide the following information.

- PON
- LSP Contact Name & Telephone Number
- Customer Name and Telephone Number
- Reason for the request to restore service

After contacting the Cameron Communications Provisioning Center, the NLSP Initiator/Implementation Contact must follow up with an LSR that either cancels the order or supplements the order for a new due date. It may be necessary to re-negotiate the due date in some cases.

#### 3.11 Directory Assistance/Directory Listings

The NLSP is responsible for negotiating with the customer for directory assistance and directory listing information.

#### 3.12 E911

Cameron Communications supports E911 service, Cameron Communications, will unlock the E911 record for NLSP migration for wireline only ports.

### 4.0 LSR Procedures

All LSRs must be submitted through email to [lnpserviceorder@camtel.net](mailto:lnpserviceorder@camtel.net)

- Cameron Communications will validate simple ports on the customer: Account Number, Telephone Number and Zip Code. The entire LSR must be completed for Simple and Non-Simple port requests.
- Non Simple Port fields consist of the FCC's 14 simple port fields in addition To Account Holder Name and Address

Required Fields
PON = Purchase Order Number
VER = Version Number
DDD = Desired Due Date
NNSP = New Network Service Provider Identification
CC = Company Code
AGAATH = Agency Authorization Status
ZIP = Zip Code (5 digit code)
PORTED NBR = Telephone Number Desired to be Ported
CCNA = Customer Carrier Name Abbreviation
AN = ACCOUNT NUMBER
REQTYP = Requisition Type & Status
ACT = ACTIVITY
NPDI = Number Portability Direction Indicator
TEL NO = INITATOR'S TN
Account Holder Name & Address for Non Simple Ports

## 7.0 Port Cancellation Process

When a customer decides to cancel a pending port request to a new service provider and remain with Cameron Communications, Cameron Communications and the port partner must honor the cancellation request.

If the customer contacts Cameron Communications to cancel the pending port to a port partner, Cameron Communications will advise the customer to call the port partner to cancel the port request. If the customer contacts the port partner, the port partner must cancel the port AND notify Cameron Communications of the port cancellation. The port partner must adhere to

Cameron's port cancellation process as defined in the Port Cancellation Notification section of the business rules.

**Port Cancellation Notification**

Cameron Communications requests receipt of cancellation requests by **4pm local time** the day before the scheduled port date. To ensure port cancellation, the port partner must call Cameron's Customer Service Department to verbally cancel the port **AND** the port partner must submit a supplemental (SUP) Local Service Request to Cameron's Customer Service Center.

**Cancel** must be posted in the Remarks section of the LSR.

If a port request is canceled **on the due date**, the port partner must adhere to the above notification protocol.