

## LOCAL NUMBER PORTABILITY

LNP procedures for PriorityOne (P1) are as follows:

### Customer Service Record (CSR)

- CSR Requests must be emailed to : [prov@p1tel.com](mailto:prov@p1tel.com).
- Request must include: Customer Name and Telephone Number.
- P1 will provide CSR within 24-48 hours of receiving the request.

### Local Service Request (LSR)

- LSR requests must be emailed to [prov@p1tel.com](mailto:prov@p1tel.com).
- For a LSR form click here:
- The due date interval for port outs is 3-5 business days.
- P1 will respond with Firm Order Confirmation (FOC) or reject within 24-48 hours of receiving LSR.

### Sending Sups or Cancel

- Supplements (Sups) must be emailed to [prov@p1tel.com](mailto:prov@p1tel.com).
- Cancellations: E-mail subject line must include the word Cancel or Sup 1.
- Valid Sup codes are:
  - 1/Cancel
  - 2/Due Date Change
  - 3/Other
- FOC Due Date changes and Cancels within 24-48 hours of receiving the Sup.
- Sups to correct rejects will be processed like new LSR's.
- To ensure timely processing of Sups, we request that a Sup be sent at least two (2) business days prior to the Due Date.

### Partial Port Outs

- If requesting a partial port out for the customer (you are not porting all the numbers on the CSR), the LSR must state, "Partial Port" in the remarks section. You must identify all numbers including Toll Free to be ported on the LSR. Any numbers not listed on the LSR will remain with P1, and will be billed to the customer by P1.
- If the customer telephone numbers listed on the CSR do not match the customer telephone numbers on the LSR the LSR will be rejected.

### Inactive Telephone Numbers

- P1 will only port out telephone numbers that are currently in service.

## Expedites

- **Expedite Requests can be requested to shorten the standard interval for an LSR.**
- **Requests to expedite should only be pursued in critical situations and will be considered on a case by case basis.**
- **If requesting an expedited order, please contact P1 prior to sending the LSR for approval. Be sure to include the word “Expedite” in the subject line of the email and mark the EXP field with a “Y”.**

## Hours of Operation

- **P1 is available Monday – Friday 9:00AM to 5:30 PM PST excluding the following holidays: New Year’s Day/Memorial Day/Independence Day/Labor Day/Thanksgiving Day and Christmas Day.**

## Contacts and Escalation

<b>Level</b>	<b>Contact</b>	<b>Contact Information</b>	<b>Response Time</b>
1st	Email Inbox	<a href="mailto:prov@p1tel.com">prov@p1tel.com</a>	24-48 Hours
2nd	Provisioning	541-975-5600	4 business hours
3rd	Nadine Horne or Pj Koller	541-975-5600	4 business hours