Scheduling and Port Out Guidelines-1817

Introduction

- When a customer moves their phone number (landline or mobile) **to another provider**, this is called a **port out**
    - When **porting** a number to **our company,** it must be an **active, working phone number** with no pending work orders
- **Instructions for Work Order Comments:**
    - **Landline ports:** note the **landline account number** of the customer's current provider
        - **For Vonage and Magic Jack only:** note the **account number** and **PIN**
    - **Mobile ports:** Porting Out Mobile Services to another Carrier
        - Note the **wireless account number** and **PIN /**

password of the customer's current provider

- **Cingular Wireless (AT&T), T-Mobile, Sprint** and **Verizon Wireless only:** note the **account number** and **6-digit port out PIN**
    - Customer must contact the provider for instructions on how to obtain the PIN
    - To avoid porting delays, advise customer to call us back with 6-digit PIN asap
    - Note: this PIN is different than the 4-digit account PIN / password used for other wireless carriers
- Always note a **valid contact number** for the day of the appointment

Resolution Steps

- **Important - Port Scheduling *overrides* Deposit Required Schedule**
    - **Ported Phone** - follow *Port Out Terms and Scheduling Guidelines* as below
    - **Markets with Deposit Required** - follow Deposit Scheduling

    - **Markets with No Deposit Needed** - schedule in **available** quota according to port guidelines

- Do **not make changes** to the work order on the **day of the appointment**; customer may lose dial tone

- All ports must be scheduled according to guidelines below or a later date

- Do **not office only** or **check in a port**; provisioning completes the order when they receive confirmation that port is complete

Port Out Terms and Scheduling Guidelines

- **Simple Port**

    - **One phone number** porting out from another company (landline or mobile) to our company

    - **Must always be scheduled on a business day:**

        - **Luzerne County, PA:** Orders entered by **12:00 noon** on **Monday through Friday**, **schedule 5-7 business days out**

            - Orders entered **after 12:00 noon** on **Monday through Friday**, add additional business day to

reflect **5-7 business days** in total

- Provide the customer's **account number** and **PIN** if they have one

- **DC Metro, MA, NY and all other areas of PA**: Orders entered **by 12:00 noon** on **Monday through Friday,** can be scheduled for the **next business day**

- **IL, IN and TX**: Orders entered **by 1:00 pm** on **Monday through Friday,** can be scheduled for the **next business day**

- **CA, OR and WA:** Orders entered **by 3:00 pm** on **Monday through Friday,** can be scheduled for the **next business day**

  - Orders entered **after the time frame** on **Monday through Friday** must be scheduled at least **2 business days out**

- **Non-Simple Port**

  - **Two or more numbers** porting out from another company (landline or mobile) to our company

  - **Must always be scheduled on a business day:**

- **Luzerne County, PA: o**rders entered by **12 noon**, schedule **5-15 business days out**

    - Provide the customer's **account number** and **PIN** if they have one

- **DC Metro, MA, NY and all other areas of PA**: orders entered **by noon** on **Monday – Friday, schedule** *at least* **4 business days out***

- **IL, IN and TX**: Orders entered **by 1:00 pm** on **Monday through Friday, schedule** *at least* **4 business days out***

- **CA, OR and WA:** Orders entered **by 3:00 pm** on **Monday through Friday, schedule** *at least* **4 business days out***

- Orders entered **after the time frame** on **Monday – Friday, schedule** *at least* **5 business days out***

- ***Carrier exceptions***: Port Out Chart

- **Special note: port time frames may fluctuate depending on holidays, weather, pending orders, and business rules for each carrier**

Internal Information

Special instructions for **Level 3** port **(Siletz and Wanatchee, OR ONLY): requires 7 business days for port**

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