

Local Number Portability

LNP Guidelines

The FCC and the individual state commissions have developed rules that dictate proper authorization methods for transitioning customers between telecommunications carriers. The federal rules are located at 47 CFR Sections 64.1100-64.1195. State rules can generally be found on the state public service/utility commission websites.

Telekenex requires authorization for ordering/changing service providers to be obtained in the following ways:

- Written letter of authorization (LOA) can be faxed to: (415)683-2598
- Written letter of authorization (LOA) can be emailed to: support@telekenex.com
- You can also contact our Customer Support at 1-888-469-5100.

Customer Service Records

Before submitting a Customer Service Request, the requesting Carrier will need to verify the Service Provider Identification (SPID) in the Number Portability Administration Center (NPAC). The SPID for Telekenex is 8886. The requesting Carrier is responsible for ensuring it has proper authorization before requesting a CSR.

CSR Response Time:

Telekenex's goal is to respond to CSR requests within three business days.

CSR Request Contact Numbers and Hours of Operation:

- Contact for CSR Requests: (888) 469-5100
- Fax Number for CSR Requests: (415)683-2598
- Electronic CSR Requests: support@telekenex.com

Hours of Operation: Normal CSR Request business hours are 8am - 5pm PST.

LNP Port Out Policies

Order Intervals - LSRs received after 3pm PST will be considered the following business day. LSRs with due dates more than 30 days out from the date of receipt will be rejected.

Supplemental Orders - If a requesting Carrier supplements an LSR, and the supplement is received at least 48 hours before the due date established, Telekenex will make every attempt to meet the original requested due date. In the event Telekenex is unable to meet the original requested due date, the new due date will be reflected on the new FOC. If submitting the supplement less than 48 hours before the due date established, use the standard interval from the date of the supplement. If a due date must be rescheduled more than 30 days out from the original due date, the order must be cancelled and re-submitted.

Telekenex will only port out active telephone numbers.

Local Service Request - To submit a LSR, download and complete the [Telekenex Local Service Request](#) form. Submit the completed form via fax.

LSR Request Contact Numbers and Hours of Operation

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Hours of Operation: Normal CSR Request business hours are 8am - 5pm PST.

LSR Standard Date Interval Guidelines

Upon receipt of a complete and accurate LSR request, Telekenex will generate a firm order confirmation notice via email within 3 business days. If the LSR is not complete or accurate, a reject notice will be sent back to the LEC within 3 business days.

- Standard Interval of up to 100 TNs/DIDs will be 10 Business Days
- Standard Interval of 101 TNs/DIDs will be considered a project and the interval will be 15 Business Days.

LSRs received after 3 p.m. Pacific Standard Time will be considered received the following business day.

LSR's cannot be submitted if DDD (field) is over 30 consecutive days from date submitted.

Concurrence

Telekenex requirements are that the incumbent Provider build the subscription in NPAC 3 business days in advance of the FOC due date.

LSR/CSR Hours of Operation

LSR/CSR support is available Monday through Friday 8am - 5pm PST, excluding the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day