

TRADING PARTNER PROFILE (TPP)

Porting between Xfone USA CLEC SPID 5424 and <Trading Partner> (SPID <XXXX>)

Please return completed form to portaway@ntsc.com. Any questions may also be directed to this address. Thank you for your prompt attention.

The parties agree that information contained in the Trading Partner Profile is operational in nature and subject to change. The parties agree to make every effort to give the other party 30 days notice of any changes to its information.

GENERAL TRADING PARTNER INFORMATION		
Item	Xfone USA CLEC	<Trading Partner>
Company Name	Xfone USA	
Wireless or Wireline	Wireline	
Carrier Type: ILEC, CLEC or Reseller	CLEC	
NPAC Registered Service Provider ID (SPID)	5424, 850A,771A	Note: Please complete a separate TPP for each NPAC registered SPID

CSR/LSR ACCEPTANCE WINDOW		
Item	Xfone USA CLEC	<Trading Partner>
Monday – Friday	8 AM to 3 PM CST Mon – Fri.	(Include Time Zone)
Saturday – Sunday	No Requests/Responses	(Include Time Zone)
Holidays	Xfone will NOT process port orders on New Year’s Day, Good Friday, Memorial Day, 4 th of July, Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day	What Holidays will you NOT accept and process port requests?

INTER-CARRIER TESTING		
Item	Xfone USA CLEC	<Trading Partner>
Is inter-carrier testing required?	No	
Will you allow us to test with you?	Yes	
Primary Contact Name	Cynthia Day	
Contact Description	Manager, Service Delivery	
Phone Number (Carrier Support)	806.788.2985	
FAX Number		
Email address	Cynthia.day@ntsc.com	

CARRIER INVOICE INFORMATION		
Item	Xfone USA CLEC	<Trading Partner>
Where to send Carrier Invoices	Xfone USA 1220 Broadway St. Lubbock, TX 79401 Attn: Accts Payable	
Carrier Billing Contact	Jessica Salazar Bill Verification Dept. 806.797.0687 jessicaf@ntsc.com	

CSR PROCESSING		
Item	Xfone USA CLEC	<Trading Partner>
Is address verification available?	Yes	
If yes, where do we send them?	csrrequest@ntsc.com	
Do you have a required CSR form? (If yes, please provide.)	http://www.ntscom.net/NTSCOM/CSICSR/index.html	
Media (email, fax, GUI, etc.)	Form	
Standard Response Interval	24 hrs of receipt	
Compliance with TX PUC CLEC to CLEC Migration Guidelines?	yes	

LSR PROCESSING		
Item	Xfone USA CLEC	<Trading Partner>
Contact Name	Port Away Group	
Contact description		
Phone number	800.658.2150	
FAX number		
Email address	portaway@ntscom.com	
Media accepted	Yes	
Where to send orders	https://www.ntscom.net/NTSCOM/LSRRequest/index.html	
LSR Version ID		
Do you have a required LSR form?	Yes	If yes, please provide form
BAN Number (If used on LSR)		
Standard Interval: LSR to FOC	48 hrs of receipt.	
Standard Interval: LSR to Port	3 business days. LSR's received after 3pm will be processed next business day. Day or receipt is Day Zero	
Expedited LSR		
Do you accept expedited LSRs?	Yes	
Criteria/Policy	If the DDD is less than the standard LSR interval (3 days), the Expedite field must be populated with a "Y". Must notify and receive approval from the NTS Port Away Group Supervisor before advancing the Due Date.	
Charge?	Expedites are subject to a "per day" expedite rate for each day of interval improvement. Any requests that are expedited due to an OSP caused reason will not incur an expedite charge.	
Order Completion		
When are translations completed as the OSP (Old Service Provider)?	11:00pm on due date.	
Cancellation Procedures	Submit cancel sup	
Do you accept a cancellation on the due date?	No. For service assurance, it is best to submit all cancellations and reschedules by 3:00pm the day before the due date.	
Order Cancellation Contact	Submit cancel sup	

Xfone USA CLEC LSR FIELD REQUIREMENTS	
Xfone USA CLEC	<Trading Partner>
https://www.ntscom.net/NTSCOM/LSRRequest/index.html	

Port Away Group (CSR/LSR port status & reject resolution)

Item	Xfone USA CLEC	<Trading Partner>
Primary contact name	Port Away Group	
Phone Number (Carrier Support)	806.797.0687	
Phone Number (Customer/End User Support)	800.658.2150, Customer Care Dept.	
FAX Number		
Email address	portaway@ntscom.com	
Hours of Operation:		Hours of Operation:
Monday – Friday	8 AM to 5 PM CST M-F	
Saturday & Sunday	Closed	
Holidays	Closed	

ESCALATION POINT OF CONTACTS

Item	Xfone USA CLEC	<Trading Partner>
1st Level:		1st Level:
Primary contact name	Port Away Group	
Phone Number (Post Order Group)	806.797.0687	
Phone Number (Customer Support)		
FAX Number		
Email address	portaway@ntscom.com	
2nd Level:		2nd Level:
Contact Name	Kasandra Klenclo	
Contact description	Coordinator	
Phone number	806.771.3523	
FAX number		
Email address	Kasandra.klenclo@ntscom.com	
Contact Name		
Contact description		
Phone number		
FAX number		
Email address		
Contact Name		
Contact description		
Phone number		
FAX number		
Email address		
Contact Name		
Contact description		
Phone number		
FAX number		
Email address		
3rd Level:		3rd Level:
Contact Name	LeAnne Jackson	
Contact description	Coordinator	
Phone number	806.771.2913	
FAX Number		
Email address	leannej@ntscom.com	
Contact Name		
Contact description		
Phone number		
FAX Number		
Email address		

LNP CARRIER ACCOUNT MANAGEMENT

Carrier point-of-contact for establishing a porting relationship with Xfone USA CLEC (SPID 5424) as well as ongoing porting account-management.

Item	Xfone USA CLEC	<Trading Partner>
Primary Contact Name	Cynthia Day	
Title	Manager, Service Delivery	
Address		
City, State, Zip		
Work Phone Number	806.788.2985	
Mobile Number		
Fax		
E-Mail Address	Cynthia.day@ntscom.com	

Alternate Contact Name	LeAnne Jackson	
Title	Sr. Coordinator	
Address		
City, State, Zip		
Work Phone Number	806.771.2913	
Mobile Number		
Fax		
E-Mail Address	leannej@ntscom.com	
Do you have a Carrier Notification distribution list for port process notifications? portaway@ntscom.com		

DIRECTORIES QUESTIONNAIRE: Please complete if you are an ILEC

	Item	<Trading Partner>
ORDERING (DSR/LSR)	Who is your DIRECTORY LISTING PROVIDER?	
	Do you publish your own directory listing?	
	Should Sprint CLEC send Directory Listing information to you (ILEC) or to the Publisher/Vender for new or ported TNs (LSR/EU or DSR)?	
	Do you accept individual DSR or LSR/EU forms or do you require a Batch File prior to directory date?	
	If Batch is required what media do you accept? Excel, Word, etc.	
	Directory Listing Contact Information (ILEC or Vender):	
	Company Name:	
	Contact Name:	
	Contact Number	
	Contact Address	
	Contact e-mail	
	Who is responsible for listing the customer with the appropriate publishing company?	
	Who is your DIRECTORY ASSISTANCE PROVIDER?	
	Do you maintain your own DA database? No	
	Should Sprint CLEC send DA orders to you or the DA agent?	
	Directory Assistance Contact Information (ILEC or Vender):	
	Company Name:	
	Contact Name:	
	Contact Number	
	Contact Address	
Contact e-mail		
Who is responsible for listing the customer with the appropriate Directory Assistance Providers?		

AUDIT/RECONCILIATIONS	Who is your PUBLISHER for residential (white page) listings?	
	Company Name:	
	Contact Name:	
	Contact Number	
	Contact Address	
	Contact e-mail	
	Do you accept individual DSRs or require a Batch File prior to directory date?	
	If Batch is required what media do you accept? Excel, Word, etc.	
	Who is your PUBLISHER for Commercial (yellow page) Listings?	
	Company Name:	
	Contact Name:	
	Contact Number	
	Contact Address	
	Contact e-mail	
	Who is your ALI owner (DB that supports 911)?	
	Company Name:	
	Contact Name:	
	Contact Number	
	Contact Address	
	Contact e-mail	