COLEMAN COUNTY TELEPHONE COOP, INC.

LOCAL NUMBER PORTABILITY (LNP) BUSINESS RULES

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INTRODUCTION

This document has been developed in an effort to provide operational guidance between Coleman County Telephone Coop, Inc.(Coleman) and the New Service Provider (NSP). The business rules will provide operational references for both parties to use to manage the business relationship. As changes are made in staffing, process improvement, and updates to each network, the business rules will serve as the medium to effectively communicate between Coleman and the NSP.

Coleman reserves the right to make changes to the business rules. In the event that Coleman makes changes, the modified version of the business rules will be forwarded to the NSP's Primary Contact specified in the NSP's Profile/TPP. The modified version will supersede and replace all previous versions.

If an Interconnection Agreement exists between Coleman and the NSP, the interconnection agreement terms supersede this document and the NSP's LNP Inter Carrier Procedures and/or Trading Partner Profile.

SECTION I - IMPLEMENTATION

Planning
The business rules include Coleman's contact information, guidelines, standards and additional terms and conditions necessary to support Local Number Portability (LNP). Coleman requests each party designate a single point of contact to discuss implementation of Local Number Portability (LNP).

Implementation Meeting
The Implementation Meeting/conference call shall address the following items and any other matters agreed upon by the Planning Team:
- Pre-Order & Ordering Procedures
- Points of contact for ordering, provisioning, billing, and maintenance
- Billing Processes and Procedures (if applicable)
- Database Updates (i.e. 911, LIDB,CNAM, CLASS, Directory Services)

Service Provider Contact Information Form
Coleman's Contact Information is provided for general information, billing and contact information and Ordering. Coleman requests the NSP provide the ordering and provisioning contact information before implementation of Interconnection/LNP. Coleman's contact information is located within this document.

SECTION II - LOCAL NUMBER PORTABILITY

<u>**Wireless Carriers**</u>

*****applicable when NSP is wireless*****

Wireless Carriers (CMRS) porting with Coleman must adhere to the following **<u>in addition to</u>** the remaining Coleman LNP Processes and Procedures outlined in the document:

A.) Absent an agreement between CMRS and Coleman to address the exchange of traffic to or from ported numbers, Coleman requests the CMRS discuss how traffic will be routed to and from ported numbers in the context of a Planning and Implementation Team.

B.) CMRS shall only request to port numbers where the CMRS has numbering resources assigned or where its coverage area overlaps the geographic location of the numbers it requests to port.

C.) Reserved numbers, as defined in 47 C.F.R. Section 52.15(f)(1)(vi) or a successor provision, may be ported only if there is at least one working telephone number in the group, as required by the FCC's rules and orders.

 D.) If a Type 1 arrangement exists between CMRS and Coleman, Coleman requests CMRS and Coleman work together to migrate CMRS' Type 1 telephone numbers to CMRS' switch prior to the start of porting between CMRS and Coleman.

Types of Ports

Simple Port
As defined by the FCC, simple ports: (1) do not involve unbundled network elements (2) involve an account only for a single line (3) do not include complex switch translations (*e.g.*,Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop/line (4) do not include a reseller.

Non-Simple Port
A non-simple port is any port that does not qualify as a simple port.
Local Service Requests: (LSR) to port multi-line accounts qualify as non-simple ports and may require project management. Contact Coleman's Primary Contact for details before submitting the LSR**

Customer Service Record Request
CSR records are only provided to Service Providers in which Coleman has an effective interconnection agreement

The NSP must submit all Customer Service Record Requests on the Coleman's preferred Customer Service Record Request Form (CSR). Coleman's preferred CSR will be provided (by Coleman) upon request by the NSP.

- o The CSR must be complete, legible and accurate.
- o Coleman **does not** support handwritten Customer Service Record Requests.
- o All Customer Service Record Requests must be emailed to Coleman's dedicated LNP email address: **billieg@web-access.net**
- o Coleman **does not** support Faxed Customer Service Record Requests.

Ordering
Local Service Request
The NSP must submit all port requests on Coleman's preferred Local Service Request Form (LSR). Coleman's preferred LSR will be provided (by Coleman) upon request by the NSP.

- o The LSR must be complete, legible and accurate.
- o Coleman **does not** support handwritten Local Service Requests.
- o All Local Service Requests must be emailed to Coleman's dedicated LNP email address: **billieg@web-access.net**
- o Coleman **does not** support Faxed Local Service Requests.

Simple Port Validation
The following fields will be used for validation of simple port Local Service Requests. Account Number, Telephone Number and Zip Code.
Completion of the FCC-mandated 14 simple port fields is required on ALL port requests.

Non -Simple Port Validation
Non – Simple Local Service Requests **require** the Account Holder's Name and the Account Holder's Physical Address. **The entire LSR must be completed for non-simple ports.**

Coordinated Requests
If the customer requests the telephone number to port at a specific time on the day of the port, it is considered a Coordinated Request (Coordinated Hot Cut). A Coordinated Hot Cut (CHC) is NOT a Simple Port. The NSP must request a CHC in the Remarks section of the Local Service Request Form.

Rejected Orders
Coleman will reject any Local Service Request that cannot be processed due to inaccurate data on the Local Service Request.

Simple Ports: Coleman will provide the 'reject' notice within 4 business hours.
Non-Simple Ports: Coleman will provide the 'reject' notice within 24 hours.

Local Response (LR)
The port date posted on the Local Response is "FIRM". The NSP should not port the end user's telephone number before the LR date unless Coleman agrees to the early port date. The Local Response will be emailed to the NSP contact as specified on the Local Service Request.

Simple Port: Coleman will provide the LR within 4 business hours.
Non-Simple Ports: Coleman will provide the LR within 24 hours.

Supplemental Orders (Cancellations, Reschedules, Changes)
It is the NSP's responsibility to notify Coleman of port cancellations, reschedules, and/or changes to the port request. If the NSP does not notify Coleman of the port cancellation, reschedule and/or change, Coleman will proceed with the port out per the Firm Local Response date.

Cancellations
Coleman requests receipt of cancellation requests by **4pm local time** the day before the scheduled port date. To ensure port cancellation, the NSP must call Coleman's Customer Service Department to verbally cancel the port **AND** the NSP must submit a supplemental (SUP) Local Service Request to Coleman'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 NSP must adhere to the above notification protocol.

Reschedules
Coleman requests receipt of rescheduled requests by **4pm local time** the day before the scheduled port date. To ensure the port is rescheduled, the NSP must call Coleman's Customer Service Department to verbally reschedule the port **AND** submit a port supplemental (SUP) request (Service Order) to the Customer Service Center.

Reschedule must be posted in the Remarks section of the LSR and the new due date must be posted in the **Due Date** field.

If a port request is rescheduled **on the due date**, the new Service Provider must adhere to the above notification protocol.

Changes
Coleman requests submission of Change Orders by **4pm local time** the day before the
scheduled port date. If an order is changed **on the due date**, the NSP should call
Coleman's CSC first to notify Coleman of the change AND submit a supplemental Local
Service Request for the change.

A **detailed description of the Change** must be present in the Remarks section of the
LSR.

*All Local Service Request order cancellations, reschedules and changes must be submitted via a
supplemental (SUP) Local Service Request. To ensure the change is processed with expediency, the reason
for the supplemental order should be clearly stated in the 'Remarks' section of the Local Service Request. *

Emergency Port Change Notification
In cases where NSP is unable to notify Coleman of a due date and/or coordination time
change within the guidelines listed above, NSP should call the Coleman's Customer
Service Center. NSP should identify that they are requesting an Emergency Notification
Port Change. Coleman will make every attempt possible to assist NSP with the port
change.

Local Service Order Due Dates
Coleman will port via FCC rules.

Simple Ports - Port out within one business day.
Non-Simple Ports - Port out within 3 business days.

NOTE: Multi-line accounts may require project management and a longer port out
interval. Contact Coleman's CSC for additional details.

Ported Number Treatment
Ten-Digit Trigger (TDT)
Unless otherwise requested by the NSP, and if applicable, Coleman will apply the Ten-
Digit Trigger (TDT) to all LNP orders.

Translations Removal
Translations removal will be scheduled for 11:59pm on the due date, but can be changed
by an LSR supplement received no later than 9pm local time on the due date.

Interoperability Testing
Testing is requested prior to porting 'live' customers. Typically, one week is required for
testing.

SECTION III – TROUBLE REPORTING & REPAIR

Trouble Reporting
Coleman's Trouble Reporting & Repair will receive trouble reports from the NSP, generate internal trouble tickets and forward for processing.

Trouble Reporting Process
- The NSP must report troubles to Coleman's Trouble Reporting & Repair Contact listed in Coleman's Contact Information section of this document. Upon receipt of trouble reports for specific problems related to LNP, Coleman will generate internal trouble ticket(s) and forward for processing. A trouble ticket number for tracking purposes **may** be provided to the NSP.

- If Coleman receives a trouble report from an end user customer that has ported its telephone number to the NSP, Coleman will advise end user customer to contact the NSP directly. Coleman will only accept and act on trouble reports directly received from the NSP for ported telephone numbers.

Trouble Reporting Information
The following information is required for trouble reports:
- Contact Information
    - Carrier Name, Initiator's name, phone number, fax number, and email address
- Service Provider ID and OCN
- Location Routing Number
- Time and Date of Port
- Description of Problem

Repair Completion
Notification of repair completion will be emailed to the initiator of the trouble report. Coleman will not be held responsible for notifications not received by the NSP resulting from non-responsive or non-operational electronic mail.
Information included in the notice:
- Telephone Number
- Customer Name
- Resolution of the Trouble Ticket (if a problem is found)
- Date and Time the trouble was reported to Coleman
- Date and Time the trouble was cleared by Coleman (if applicable)

SECTION IV – DIRECTORY SERVICES

Directory Listing & Assistance

Upon completion of the port out, the NSP is responsible for the customer's directory listing and directory assistance information. If an interconnection agreement exists between Coleman and the NSP, the terms of the agreement will supersede the procedures outlined in this document.

SECTION V – DATABASE UPDATES

NPAC and SOA Databases

Coleman and the NSP both shall be certified by the regional Number Portability Administration Center (NPAC). Coleman and the NSP are individually responsible for establishing appropriate arrangements and interfaces with third party entities and/or service bureaus to ensure that ported telephone number data is properly transmitted to NPAC and Service Order Administration (SOA) and any other party necessary to ensure accurate porting between the parties.

SS7, 9-1-1- E9-1-1 & Other Databases

Coleman and the NSP are individually responsible for its own independent connections to the SS7 (i.e. Caller Name Delivery (CNAM) and Line Information Database ("LIDB") and 9-1-1/E9-1-1 networks. Coleman supports E911 service and will complete the necessary 911 functions required for a successful port.

SECTION VI – COLEMAN COUNTY TELEPHONE COOP INC CONTACT INFORMATION

GENERAL COMPANY INFORMATION:

Telephone Co. Name:	Coleman County Telephone Coop, Inc
Address:	P.O. Box 608
City, State, Zip Code:	Santa Anna, TX 76878
OCN:	2057
Hours of Operation:	8am-5pm local time
Observed Holidays:	New Years Day, President's Day, Memorial Day, Independence Day, Labor Day, Good Friday, Columbus Day, Thanksgiving Eve, Thanksgiving Day, Christmas Eve & Christmas Day. * A recognized Holiday that falls on a Saturday will be observed on Friday and if a recognized holiday falls on Sunday, it will be observed on the following Monday.

PRIMARY CONTACT INFORMATION:

Name:	Lane Guthrie
Phone Number:	325-348-3124
Email Address:	laneg@web-access.net

ESCALATION CONTACT INFORMATION:

Name:	Lane Guthrie
Phone Number:	325-348-3124
Email Address:	laneg@web-access.net

TESTING CONTACT INFORMATION:

Name:	Lane Guthrie
Phone Number:	325-348-3124
Email Address:	laneg@web-access.net

CUSTOMER SERVICE CENTER CONTACT INFORMATION:

Name:	Gay Abernathy
Phone Number:	325-348-3124
Email Address:	**billieg@web-access.net** **(LSR Submission email address)**
Hours of Operation:	8am-5pm local time
Order Cut-off Time:	Simple Ports: 1pm / Non Simple Ports 4 pm

TROUBLE REPORTING & REPAIR CONTACT INFORMATION:

Name:	Lane Guthrie
Phone Number:	325-348-3124
Email Address:	laneg@web-access.net
Contact Outside Hours of Operation:	325-636-3333 on call phone