



## **Netcarrier Telecom, Inc**

Trading Partner Profile

Guidelines and Instructions for CSR/ LSR & TOLL FREE Process

### **Company Information:**

#### **NetCarrier Telecom, Inc.**

4000 North Cannon Ave

Lansdale PA 19446

SPID/OCN : 5493

Facility Based/Wireline

### **CSR/LSR Guidelines:**

- Porting Center:
- CSR / LNP / Toll Free / E911/ Provisioning
- Contact: Provisioning
- Phone: 215-966-3364
- Fax: 215-257-4916
- Hours: 8:00am to 5:00pm EST M-F

Please use the following email addresses according to the request type:

- CSR: [csr@corp.netcarrier.com](mailto:csr@corp.netcarrier.com)
- LSR: [portouts@corp.netcarrier.com](mailto:portouts@corp.netcarrier.com)
- Toll Free: [tollfree@corp.netcarrier.com](mailto:tollfree@corp.netcarrier.com)
- E911: [E911@corp.netcarrier.com](mailto:E911@corp.netcarrier.com)

**Customer Service Records** will be processed and responded to within 3 business days of receipt.

All status requests should be directed to [csr@corp.netcarrier.com](mailto:csr@corp.netcarrier.com) Please allow **3 business days from the date and time the original request was sent** before submitting a status request as this will only delay CSR processing. Populate "STATUS REQUEST" in the subject line of the email for proper routing and include the original CSR Request.

**Local Service Requests** for Number Portability will be processed and responded to in **3 business days of receipt**. LSR requests received after **3PM** will be considered as being received the next business day.

All status requests should be directed to [portouts@corp.netcarrier.com](mailto:portouts@corp.netcarrier.com) Please allow **3 business days from the date and time the original request was sent** before submitting a status request as this will only delay LSR processing. Populate "STATUS REQUEST" in the subject line of the email for proper routing and include the original LSR Request.

NETCARRIER does provide concurrence.

NETCARRIER **FOC** is good for **5** business days. In the event the port has not completed and NETCARRIER has not received a Sup 2, the LSR will be cancelled.

All Concurrence Requests should be directed to [PORTOUTS@CORP.NETCARRIER.COM](mailto:PORTOUTS@CORP.NETCARRIER.COM). Populate "CONCURRENCE REQUEST" in the subject line of the email for proper routing and include the original LNP FOC and LSR.

NetCarrier follows industry standard guidelines for porting numbers.

- **When you receive a FOC, NetCarrier will enter a subscription in NPAC.**
- **Do not port numbers prior to the due date on the FOC or your customer may experience service issues**
- **If a port does not take place on the agreed date, you have 5 business days from the FOC date to obtain the numbers with no additional SUP. Any numbers not ported on the FOC date will be disconnected after 5 business days unless otherwise specified by a SUP request.**
- **A SUP order must give an interval of 3 business days.**

**Additional Requirements:**

- Please address all TN's on the LSR Request along with a quantity. If TN's are staying with NetCarrier this needs to be stated in the remarks.
- All services are to be addressed on the LSR including internet / data services and how they will be handled, ex; disconnecting, remaining with NetCarrier, etc.
- You can not have multiple PONs for the same account.
- Must have End User Authorization.

**Toll free request/inquiry:**

The TF mailbox is monitored M-F, 8am-5pm ET. All Toll Free requests and inquiries received after 3pm will be considered as being received the next business day. Please refer to the information below regarding response times.

**EXTERNAL CARRIER RESPORG REQUESTS**

- All RESPORG requests will be processed within 48 hrs of receipt. TNs will be released if the RESPORG is valid or a REJECT response will be sent.

**INTERNAL RESERVATION REQUESTS**

- All reservation requests will be responded to within 24hrs of receipt.

## **Escalations:**

### **Normal Business Hours Escalation**

#### **Level 1: Kim Mishtuk, UCaaS Implementation Specialist**

- Phone: 267-638-3333
- Email: [kimberly.mishtuk@corp.netcarrier.com](mailto:kimberly.mishtuk@corp.netcarrier.com)

#### **Level 2: Tracy Whalen, Provisioning Supervisor**

- Phone: 267-638-3208
- Email: [tracy.whalen@corp.netcarrier.com](mailto:tracy.whalen@corp.netcarrier.com)

#### **Level 3: Tara Jackson, Sales Operations Manager**

- Phone: 267-638-0378
- Email: [tara.jackson@corp.netcarrier.com](mailto:tara.jackson@corp.netcarrier.com)

#### **Level 3: Caryn Gerczak, Director, Regulatory Affairs and Carrier Relations**

- Phone: 215-966-3382
- Email: [gerczakc@corp.netcarrier.com](mailto:gerczakc@corp.netcarrier.com)

#### **After Hours Escalation: Customer Service**

- Phone: 888-575-4754
- Email: [support@corp.netcarrier.com](mailto:support@corp.netcarrier.com)

## **NetCarrier: Provisioning Hours of Operation:**

- 8:00am to 5:00pm EST M-F

## **NetCarrier Holiday Schedule**

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Black Friday
- Christmas Eve
- Christmas Day