NetCarrier Trading Partner Profile
Guidelines and Instructions for CSR and LSR

Company Information:

NetCarrier Telecom, Inc.
939 Jefferson Ave.
Norristown, PA 19403
SPID/OCN : 5493
Facility Based/Wireline

Porting Center: Provisioning

- Phone: 215-966-3364
- Fax: 215-257-4916
- Hours: 8:00am to 5:00pm EST M-F

Customer Service Records and Local Service Requests:

As of February 1, 2024 all CSR and LSR requests are processed through Port Control. Please use the following links to submit a request:

- CSR: Port Control
    - Customer Service Records will be processed and responded to within 3 business days of submission to Port Control. Any submissions after 3pm will be considered the next business day.
- LSR: Port Control
    - Local Service Requests for Number Portability will be processed and responded to in 3 business days of submission to Port Control. LSR requests received after 3PM will be considered as being received the next business day.

All status requests should be directed to:

- Email: lnp@atlc.com
- Phone: 541-593-2900

Important Information:

- NetCarrier does provide concurrence via Port Control.
- NetCarrier FOC is good for 5 business days. If the port out has not completed within the 5 business days and a sup has not been submitted, the LSR will be canceled.
- NetCarrier follows industry standard guidelines for porting numbers.

E911 Requests:

For all E911 requests, please email E911@corp.netcarrier.com

Additional Requirements:

- You can not have multiple PONs for the same account.

- Must have End User Authorization.

Escalations:

Normal Business Hours Escalation
- 8:00am to 5:00pm EST M-F
  - **Level 1:** Level 1 LNP Support
    - Email: lnp@atlc.com
    - Phone: 541-593-2900
  - **Level 2:** Level 2 CS LNP Lead
    - Lea Espy
    - Email: lespy@atlc.com
    - Phone: 541-593-7054
  - **Level 3:** Product Manager
    - Sara Hutchinson
    - Email: shutchinson@atlc.com
    - Phone: 541-593-2329

After Hours Escalation: NetCarrier Provisioning
- Phone: 888-575-4754
- Email: provisioning@corp.netcarrier.com

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