CHICKAMAUGA TELEPHONE CORPORATION

NUMBER PORTABILITY PROCEDURES

This document provides number portability operational guidance between Chickamauga Telephone Corporation (Chickamauga) and port partners. Chickamauga reserves the right to make changes to the business rules. The modified version of the business rules will be forwarded to the port partner's Primary Contact specified in the port partner's Profile/TPP and supersede and replace all previous versions.

IMPLEMENTATION

The Number Portability Procedures include Chickamauga's contact information, guidelines, standards and additional terms and conditions necessary to support Number Portability.

Chickamauga requires port partner to complete and submit a port partner's trading partner profile before implementation of number portability.

If an Interconnection Agreement exists between Chickamauga and the Port Partner, the interconnection agreement terms supersede this document and the Port Partner's Number Portability Business Rules and/or Trading Partner Profile

NUMBER PORTABILITY PROCEDURES

Porting

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.

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
A non-simple port is any port that does not qualify as a simple port.

MULTI-LINE ACCOUNTS
Local Service Requests: (LSR) to port multi-line accounts qualify as non-simple ports and may require project management. Contact Chickamauga's Primary Contact for details before submitting the LSR.

NON -SIMPLE PORT VALIDATION
Non – Simple Local Service Requests **require** the Account Holder's Name and the Account Holder's Physical Address in addition to the FCC-mandated 14 simple port fields. **The entire LSR must be completed for non-simple ports.**

Ordering

CUSTOMER SERVICE RECORD REQUEST*

CSR records are only provided to Service Providers in which Chickamauga has an effective interconnection agreement

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

- o The CSR must be complete, legible and accurate.
- o **Chickamauga** does not support handwritten Customer Service Record Requests.
- o All Customer Service Record Requests must be emailed to Chickamauga's dedicated port request email address: portrequest@chickamaugatelephone.net
- o Chickamauga **does not** support Faxed Customer Service Record Requests.

LOCAL SERVICE REQUEST

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

- o The LSR must be complete, legible and accurate.
- o Chickamauga does not support handwritten Local Service Requests.
- o **All Local Service Requests must be emailed to Chickamauga's dedicated port request email address:** portrequest@chickamaugatelephone.net
- o Chickamauga **does not** support Faxed Local Service Requests.
- o A separate LSR is required per telephone number
- o One LSR is acceptable for a range of telephone numbers

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 port partner must request a CHC in the Remarks section of the Local Service Request Form.

REJECTED ORDERS

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

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

LOCAL RESPONSE (LR)

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

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

PORT DUE DATE

The port date posted on the Local Response is "FIRM". The port partner must fully complete the port order on the confirmed due date. If the port partner cannot complete the port order on the confirmed due date, the port partner must notify Chickamauga and submit a due date change, reschedule or cancellation. Absent notice of the port due date change, Chickamauga will proceed with the translation removal process.

SUPPLEMENTAL ORDERS (CANCELLATIONS, RESCHEDULES, CHANGES)

It is the port partner's responsibility to notify Chickamauga of port cancellations, reschedules, and/or changes to the port request. If the port partner does not notify Chickamauga of the port cancellation, reschedule and/or change, Chickamauga will proceed with the port out per the Firm Order Confirmation date.

PORT CANCELLATION PROCESS

When a customer decides to cancel a pending port request to a new service provider (port partner) and remain with Chickamauga (current service provider), Chickamauga and the port partner must honor the cancellation request.

If the customer contacts Chickamauga to cancel the pending port to a port partner, Chickamauga will advise the customer to call the port partner to cancel the port request. If the customer contacts the port partner, the port partner must cancel the port AND notify Chickamauga of the port cancellation. The port partner must adhere to Chickamauga's port cancellation process as defined in the Port Cancellation Notification section of the number portability procedures.

PORT CANCELLATION NOTIFICATION

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

- o **Cancel** must be posted in the Remarks section of the LSR.

- If a port request is canceled **on the due date**, the port partner must adhere to the above notification protocol.

RESCHEDULES

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

- **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

Chickamauga 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 port partner should call Chickamauga's Customer Service Department first to notify Chickamauga 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. *

LOCAL SERVICE ORDER DUE DATES

Chickamauga will port via FCC rules.

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

NOTE: Multi-line accounts may require project management and a longer port out interval. Contact Chickamauga's Customer Service Department for additional details.

END USER PERMANENT DISCONNECTION OF SERVICE

Chickamauga will not port out telephone numbers once the customer's service has been permanently disconnected. Permanently disconnected telephone numbers will be aged per the FCC timeframes. All permanently disconnected TNs will be reported to the Reassigned Number Database (RND) per the FCC's requirement for permanently disconnected TNs.

RESERVED NUMBERS

Contact Chickamauga's Customer Service Department.

INACTIVE NUMBERS

Chickamauga will not port telephone numbers that are not currently assigned to a Chickamauga customer.

TRANSLATIONS REMOVAL

Translation Removal will be scheduled for the next business day after the port due date.

FRAUDULENT/UNAUTHORIZED PORT REPORTING

REPORTING

Cases of suspected fraudulent/unauthorized port activity should be reported to the Customer Service/Number Portability Department for investigation and resolution.

The reporting carrier must provide the following information:

- The TN that was ported
- Date the trouble was reported
- Intercept message received (if applicable)
- Reporting carrier name/contact/email address/phone number
- A copy of the police report (IF FILED BY THE CUSTOMER)

RESOLUTION

Resolution of the Fraudulent/unauthorized port investigation will be emailed to initiator of the complaint.
If NPAC activity (release of the TN back to the previous service provider) is required, the port request process must be followed.

TRACEBACK

TRACEBACK

Chickamauga will provide Traceback in accordance with FCC orders, rules, and regulations.

Chickamauga will follow its Robocall Mitigation Plan (RMP), as filed in the FCC's Robocall Mitigation Database (RMD).

TROUBLE REPORTING & REPAIR

TROUBLE REPORTING

Chickamauga's Trouble Reporting & Repair will receive trouble reports from the port partner, generate internal trouble tickets and investigate the reported trouble.

REPAIR COMPLETION

Notification of repair completion will be emailed to the initiator of the trouble report. Chickamauga will not be held responsible for notifications not received by the port partner resulting from non-responsive or non-operational electronic mail.

BILLING (if applicable)

BILLING METHOD

Chickamauga will deliver port partner's monthly invoice via email. The invoices will be in pdf format and submitted to the billing contact identified on the port partner's trading partner profile/number portability procedures.

Service order charges will be identified on the invoice or included supporting documentation by the Telephone Number.

Chickamauga requires the following Port Partner billing information for accurate billing:
Billing Contact Name
Billing Contact Physical Address
Billing Contact Phone Number
Billing Contact Email Address

DATABASE UPDATES

DIRECTORY LISTING & ASSISTANCE

Upon completion of the port out, the port partner is responsible for the customer's directory listing and directory assistance information.

DIRECTORY LISTING FILE REQUIREMENTS

If the ICA indicates explicitly that Chickamauga agrees to submit the port partner's listings to the directory publisher, Directory Listings should be submitted to Chickamauga in excel format.

NPAC AND SOA DATABASES

Chickamauga and the port partner both shall be registered as regional Number Portability Administration Center (NPAC) users.

SS7, 911 & E911

Chickamauga and the port partner are individually responsible for its own independent connections to the SS7 and 911/E911 networks. Chickamauga supports E911 service and will complete the necessary 911 functions required for a successful port.

CONTACT INFORMATION

GENERAL COMPANY INFORMATION:

Company	Chickamauga Telephone Corporation
OCN	0354
CCNA	HKU
Address:	300 Thomas Ave
City, State, Zip Code:	Chickamauga, Georgia, 30707
Hours of Operation:	8am-5pm eastern time, Monday through Friday
Observed Holidays	New Year's Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Day Before Thanksgiving Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve * If a holiday occurs on a weekend, the company will choose to either observe the holiday on the immediately preceding Friday or the immediately following Monday.

PRIMARY CONTACT INFORMATION:

Name:	Curtis Faulkner
Phone Number:	706-375-3195, request Central Office department
Email Address:	portsupport@chickamaugatelephone.net

ESCALATION CONTACT INFORMATION:

Name:	Mike Box
Phone Number:	706-375-5800
Email Address:	mboxjr@nexband.com

911 CONTACT INFORMATION:

Name:	Jeanna Glenn
Phone Number:	601-764-3463 x8020
Email Address:	jeannar@nexband.com

MISDIRECTED CALL CONTACT INFORMATION:

Name:	Customer Service Department
Phone Number:	706-375-3195
Email Address:	portrequest@chickamaugatelephone.net

FRAUDULENT/UNAUTHORIZED PORT CONTACT INFORMATION:

Name:	Curtis Faulkner
Phone Number:	706-375-3195, request Central Office Department
Email Address:	portsupport@chickamaugatelephone.net

TRACEBACK CONTACT INFORMATION:

Name:	Mike Box
Phone Number:	706-375-5800
Email Address:	mboxjr@nexband.com

BILLING CONTACT INFORMATION:

Name:	Carla Grant
Phone Number:	662-862-1500
Email Address:	cgrant@nexband.com

CUSTOMER SERVICE DEPARTMENT CONTACT INFORMATION:

Name:	Customer Service Department
Phone Number:	706-375-3195
Email Address:	portrequest@chickamaugatelephone.net
Hours of Operation:	8:00 am eastern to 5:00 pm eastern, Monday through Friday
Order Cut-off Time:	Simple Ports: 1pm / Non Simple Ports 4 pm, eastern time

TROUBLE REPORTING & REPAIR CONTACT INFORMATION:

PORT FAILURES:

Name:	Curtis Faulkner
Phone Number:	706-375-3195, request Central Office department
Email Address:	portsupport@chickamaugatelephone.net

ROUTING and OTHER TECHNICAL ISSUES:

Name:	Mike Box
Phone Number:	706-375-5800
Email Address:	mboxjr@nexband.com
Contact Outside Hours of Operation:	706-375-3361, leave message, handled next business day