



## TOLL-FREE NUMBER (TFN) PORTING PROCESS

All toll free numbers have a Responsible Organization (RespOrg). RespOrgs were established in 1993 as part of a Federal Communications Commission order instituting toll-free number portability. A RespOrg can be a long distance company, reseller, end user or an independent that offers an outsourced service. Toll Free Numbers have will have a carrier/provider as well as a Responsible Organization. In the North American Numbering Plan, a RespOrg is a company which maintains the registration for individual toll-free telephone numbers in the distributed Service Management System/800 database. Their function in North American telephony is analogous to that of an individual registrar in the Internet's Domain Name System.

All toll free numbers are typically portable unless they are in a shared or bundled environment which means that the customer of record is the RespOrg and not the end user, who, in this case was only “leasing” the number”

- Step 1: Provide the toll free number(s) for porting so your rep can obtain the correct RespOrg ID. This can be done via the etherFAX LNP Web Form (<http://www.etherfax.net/lnp>), be sure to select TFN as your number type.
- Step 2: Your LNP Rep will respond to you with the proper LOA-RespOrg Document and with the correct RespOrg ID. Please ensure that the holder name (company/business name) and address are exactly how they appear with the existing provider/RespOrg. **NOTE: Only TFNs that have the same RespOrg ID can be submitted under the same port request. If there are multiple Responsible Organizations, each will require its own LOA-RespOrg document, if not – the entire order will be rejected.**
- Step 3: Your order will be submitted for processing and can typically take up to 7 to 10 business days to receive a response from the existing carrier on whether your TFN(s) have been released or rejected.

See Released/Rejection process below.



If rejected: You will be notified as to the reason and it is the responsibility of the end user to work out the rejection if possible with the existing carrier. NOTE: It is the Responsible Organization who would be giving the rejection or the approval. When a rejection occurs you will need to contact your existing provider and they will or should contact the ResOrg if necessary to help clear up the rejection. If there is new information like a change in the company name or address a new LOA-RespOrg document will be required. The order will be resubmitted as new and the process will start over.

If released: Once your TFN(s) are released nothing at this point in time should change functionally for the customer. They will still be using the services with the existing carrier. You will be advised when the number(s) have been released and they will then be loaded to the new carrier; it is at this time we suggest that any routing changes/settings be applied if possible, as the loading process can take a few hours or up to a day or more, depending on the carrier's internal schedule. Once the loading is completed, we will advise and request permission to cic (Carrier Identification Code) the fax traffic, this is when the fax traffic is then transferred to the new etherFAX carrier and the port is then completed. A cic can be scheduled in advance if necessary during normal business hours. We do not suggest waiting long intervals (several days) to complete the cic as we do not have control of when the losing carrier will remove the released number from their switch, which would result in down time. Once permission to cic the fax traffic is given, the new carrier will be advised and you will be notified when the cic (port) is completed. This process to complete can take 15 min or sometimes several hours depending the carrier cic load at that time.