TRADING PARTNERS PORTAL BUSINESS RULES
(CSR/LSR PORT OUT PORTAL)

THIS PORTAL IS FOR USE BY CLEC's OR AUTHORIZED CLEC 3RD PARTY VENDORS ONLY. PLEASE DO NOT USE THIS PORTAL UNLESS YOU ARE AN ACCREDITED CLEC.

NOTE: Level 3 (SPID 7343) will not accept CSR/LSR requests via a manual process. All CSR/LSR requests must be submitted through the LEVEL 3 (SPID 7343) Trading Partners Portal (TPP).

LEVEL 3 (SPID 7343) CLEC SERVICES CONTACT INFORMATION:

CONTACT LEVEL	CONTACT INFO		NOTES
General Status	Level 3 (SPID 7343) Trading Partners Portal	Link: http://tpp.globalcrossing.com	All CSR and LSR responses will be updated within the portal. Please check here first for updates.
Level 2	CSR/Port Out Status line - CLEC Services	PortingServices@level3.com	Allow 4 hours for response.
Level 3	George Barajas LNP Manager	Phone: 720-888-0973 E-Mail: George.barajas@level3.com	
Level 4	Jason Bach Sr. Director – CLEC Services	Phone: 720 888 2821 E-Mail: Jason.Bach@Level3.com	
For customer out of service issues or other issues or expedite requests please start at 2nd Level in the Escalation Matrix			

LEVEL 3 (SPID 7343) HOURS OF OPERATION / HOLIDAY SCHEDULE:

- Hours of Operation
  - ❖ Monday-Friday | 8am-5pm Eastern
    - *Issues that arise after hours will be addressed during business hours the following day.*
  - ❖ Port outs are allowed any day of the week however assistance with issues will only be available during business hours.

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    - *Issues that arise after hours will be addressed during business hours the following day.*

- ➢ Holidays (Level 3 offices will not be open on the below days)

    - ❖ New Year's Day
    - ❖ President's Day
    - ❖ Memorial Day
    - ❖ Fourth of July
    - ❖ Labor Day
    - ❖ Thanksgiving Day
    - ❖ Day after Thanksgiving
    - ❖ Christmas

CUSTOMER SERVICE RECORD (CSR) PROCESS:

- ➢ **General Rules:**
    - ❖ Standard Interval for LEVEL 3 (SPID 7343) to provide you with a CSR response is 4 business hours. If submitted after 1pm ET, the clock will start the following business day.
    - ❖ If TN rides a reseller account, LEVEL 3 (SPID 7343) will not provide the end-user information. The CSR will provide the reseller information only. If the LOA/information you received from the end-user is different than our CSR information, you will want to verify with the end-user that they are will a reseller. ❖ Requesting company must have LOA on file to obtain a CSR or the request will be rejected.
        - ▪ If LEVEL 3 (SPID 7343) requests a copy of the LOA, it must be provided within 24hrs of the request.
    - ❖ CSR's will contain information for the TN(s) that are on the request only. We also do not provide additional "line" information.

- ➢ **CSR Required information:**
    - ❖ Customer Name
    - ❖ Address
    - ❖ LOA (Y/N)
    - ❖ Type of Service
    - ❖ TN

- ➢ **2 Ways to submit CSR Request**
    - ❖ Standard CSR Submission
        - ▪ Click on New CSR Tab
        - ▪ Input information in the fields
        - ▪ Click Submit button
    - ❖ Project CSR Submission

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  - Click on Project CSR Tab
  - Select Excel Format Type (2003 or 2007)
  - Input information in the fields on the form
    Save spreadsheet
  - Upload it to the GUI via the Browse Button
  - Click Process Uploaded File button

- ➢ **Checking CSR Status**
  - ❖ Click on Status Tab
    - ▪ Search Fields – input or select the field that you would like to search by:
      - • Date Submitted
      - • Analyst / User ID
      - • Customer Name
      - • Status
      - • Telephone #
    - ▪ Once your search results are found, you can view the status right on the screen, hit the customer name (hyperlink) or click the export results button (will export data into spreadsheet form).
  - ❖ Status Results
    - ▪ NEW = CSR has been submitted, pending response from LEVEL 3 (SPID 7343)
    - ▪ REJECT = CSR is not clean – rejection reason will be provided
    - ▪ COMPLETE = CSR response has been provided **LOCAL SERVICE**

RECORD (LSR) PROCESS:

- ➢ **General Rules:**
  - ❖ Intervals
    - ▪ Level 3 (SPID 7343) will provide FOC/Rejection within four (4) hours of receipt of LSR.
    - ▪ If submitted after 1pm ET, the clock will start the following business day.
    - ▪ All due dates must be no less than 4 business days from submission of LSR.
      - ☐ At this time, LEVEL 3 (SPID 7343) does not accept Simple port requests.
    - ▪ FOC's have a (5) business day grace period. (Day 1 is original FOC date). If TN(s) are not ported by the 5th business day, the FOC will be revoked and the LSR will be cancelled. If porting still needs to occur, a new LSR will need to be submitted.
    - ▪ Ports are accepted for any day of the week (Mon-Fri)

  - ❖ Expedites --- LEVEL 3 (SPID 7343) will accept expedite requests
    - ▪ Process: send an email to CLEC@globalcrossing.com, provide PON, TN's, requested due date and reason for the request. Response to the Expedite request will be provided in 2-3 hours.

  - ❖ LOA on File – gaining vendor must have LOA on file to obtain a LSR or the request will be rejected.

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  - ▪ If LEVEL 3 (SPID 7343) requests a copy of the LOA, it must be provided within 24hrs of the request or LEVEL 3 (SPID 7343) will start proceedings to pull the TN back to LEVEL 3 (SPID 7343) network (if after port).

- ❖ Disco Requests / Ancillary Services
  - ▪ Port away from LEVEL 3 (SPID 7343) will only include Telephone numbers riding on Level 3 (SPID 7343) network. Loops and/or ancillary services cannot be ported or identified on FOC.

    LEVEL 3 (SPID 7343) will not disconnect lines or services that are in the remarks section of the LSR. The end-user will need to notify their Reseller / Sales Team of what lines they want to disconnect. LEVEL 3 (SPID 7343) will disconnect the lines based on the standard disconnect order process (not via LSR).

- ❖ Resold lines will have to be submitted to the NPA/NXX owner and not to Level 3 (SPID 7343).

- ❖ Concurrence Requests
  - ▪ Level 3 (SPID 7343) does not give concurrence to port requests. It is the responsibility of the gaining provider to place subscriptions into NPAC within the 18 hour concurrence cycle prior to the FOC/Port date. If you have a concurrence request, we do not accept them unless special circumstances exist and LEVEL 3 (SPID 7343) did not provide FOC in a timely manner.

- ❖ Porting After Hours
  - ▪ Hours of Operation are 8am-5pm Eastern Time Monday - Friday.
  - ▪ LEVEL 3 (SPID 7343) does not support after hours port outs.
    - ☐ If you have issues after hours and need to return TN's back to LEVEL 3 (SPID 7343), build out a subscription to push the TN's back to LEVEL 3 (SPID 7343) and send an email to the PortingServices@level3.com mailbox. LEVEL 3 (SPID 7343) CLEC Services will work the request 1st thing in the morning.

- ➢ **LSR Required information:**
  - ❖ PON ❖ SPID
  - ❖ LOA (Y/N)
  - ❖ Authorized By
  - ❖ Authorized Date
  - ❖ Remarks
  - ❖ Customer Name
  - ❖ Address
  - ❖ Desired Due Date
  - ❖ TN

- ➢ **2 Ways to submit SSR Request**
  - ❖ Standard CSR Submission
    - ▪ Click on New LSR Tab

- ▪
  - ▪ Input information in the fields
  - ▪ Click Submit button
- ❖ Project LSR Submission
  - ▪ Click on LSR tab
  - ▪ Click on Project LSR tab
  - ▪ Fill out the provided excel form.
  - ▪ Save document to your computer
  - ▪ Load the document into the portal via the browse button
    - • You will see a "uploading" message above the browse field

- Once the uploading is completed, you will see a: File Uploaded Successfully!!! Please click 'Process Uploaded File' to finalize your LSR upload...
  - Click the process uploaded file button
  - Once upload is completed, you will be advised to go to the "New LSR" tab
    Verify the information uploaded correctly and hit the submit button.

- ➢ **Checking LSR Status**
  - ❖ Click on Status Tab
    - Search Fields – input or select the field that you would like to search by:
      - Desired Due Date
      - FOC
      - Analyst / User ID
      - Customer Name
      - PON
      - Status
      - Telephone #
    - Once your search results are found, you can view the status right on the screen, hit the PON (hyperlink) or click the export results button (will export data into spreadsheet form).
  - ❖ Status Results
    - NEW = LSR has been submitted, pending response from LEVEL 3 (7343)
    - FOC = LSR is clean and a FOC # and date are given
    - REJECT = LSR is not clean and will need to be updated or canceled
    - COMPLETE = Numbers on the LSR have Ported successfully to the gaining provider and removed from Level 3 (SPID 7343) switches and translations
    - CANCEL = LSR has been canceled by either Level 3 (SPID 7343) or the gaining provider

MY PROFILE TAB:

- ➢ **Update your Personal Information**
  - ❖ Click on Details Tab
  - ❖ Update Information Fields
  - ❖ Click Apply Changes Button

- ➢ **Reset Your Password**
  - ❖ Click on Password Reset Tab
  - ❖ Input Current and New Passwords
  - ❖ Click Change Password Button