Training Tutorial
Using Level 3 Port Out Request Tool
Version 2.0 Audience: Carrier User

November 2014
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1. Purpose

This document describes how to use the Level 3 Port Out Request Tool.

1.1 Create a New User Account

1. Open the Level 3 Port Out Request Tool login page.

2. Click on Create a New User link. The following window opens:

3. Populate all required fields.

The following fields must be populated to request a user account for the Level3 Port Out Request Tool.

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Logical Data Type</th>
<th>Valid Value(s)</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>String</td>
<td>80 Characters</td>
<td>Required</td>
</tr>
<tr>
<td>Last Name</td>
<td>String</td>
<td>80 Characters</td>
<td>Required</td>
</tr>
</tbody>
</table>
4. Accept Term and Conditions.
5. Click on “Create User” link.

The system verifies the user supplied information conforms to account security rules and displays a message for any necessary corrections needed to complete the Self Registration process. Once the validation is complete, the system will display a “Registration Complete” message.

The system will also send the user an email confirming the registration.

Click on Continue to login to the Port Out Request Tool.

Enter your registered User name and Password and click on Login.
2. Submit CSR Request

CSR request is used to enter the customer information and a list of subscribed TNs.

1. Login to Port Out Request Tool.
2. Navigate to the Submit CSR Request page.
3. Enter the required fields.
4. Click on Submit icon.
2.1 Populating CSR Request Fields

The Carrier enters the following information in the Port Out Request Tool.

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Valid Value(s)</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subscriber Information</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CTI</td>
<td>Residential or Business</td>
<td>Required</td>
</tr>
<tr>
<td>First Name</td>
<td>String (50 Characters Max)</td>
<td>Required if Residential</td>
</tr>
<tr>
<td>Last Name</td>
<td>String (50 Characters Max)</td>
<td>Required if Residential</td>
</tr>
<tr>
<td>Street Number (SANO)</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Street Name (SASN)</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>City</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>State</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Zip</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Telephone Numbers</td>
<td>Numeric</td>
<td>Required (maximum number of TNs allowed = 500)</td>
</tr>
<tr>
<td>Start</td>
<td>Numeric</td>
<td>Required</td>
</tr>
<tr>
<td>End</td>
<td>Numeric</td>
<td>If entering a range of TNs</td>
</tr>
<tr>
<td>Need more TNs?</td>
<td></td>
<td>If entering a range of TNs</td>
</tr>
<tr>
<td>LOA Authorized By</td>
<td>String</td>
<td>Required</td>
</tr>
</tbody>
</table>

The system validates that all the required fields have been populated, saves the user profile with date / time stamp and assigns a CSR Request ID to the request. The system presents a success message to the Carrier along with the CSR Request ID:

2.2 CSR Rejection Notification

When a CSR request is submitted the system validates the TN (telephone number); if it is not a valid number, the system sends the CSR Rejection Notification email to the Carrier.
To immediately check if the CSR was submitted successfully, click on “click here” link.

If the CSR was not accepted by the system, a message is displayed.

Click on Back link, make the required changes and submit the request again.
2.3 Search Recent CSR Request

This function allows a Carrier to search for a previously submitted request for Customer Service Record in the Port Out Request Tool.

1. Login to Port Out Request Tool.
2. Navigate to the Search Recent CSR Requests page.
3. Select one of the following search criteria:
   - CSR Request ID
   - TN

Page Size: You can select the number of lines to be displayed on a page.

4. Click on Go icon. The system will display the search results.

If the system does not find the matching CSR Request ID, it will display an error message.

2.3.1 Filter Search Results

2.4 View CSR Details

If the CSR is completed the details are available. Click on View CSR Details icon under Actions and the details are displayed in a new window.
Click on + icon to view the details.

## 3. Submit LSR Request

Local Service Record (LSR) is used to enter the port out request. The Port Out Request Tool system validates the request, determines company name, the port type and creates the LSR Port out disconnect order. The Carrier submits the LSR Port Out Request via the Port Out Request Tool.

To create this request, the Carrier must be a valid registered user for the Port Out Request Tool.

1. Login to Port Out Request Tool.
2. Navigate to the Submit LSR Request page.
3. Enter the required fields.
4. Click on Submit button.
Submit LSR Request

### Subscriber Information

- **Activity**: Full
- **ATF**: [Dropdown]
- **CIT**: Residential
- **First Name**: [Field]
- **Last Name**: [Field]
- **Street Address Prefix (SAPR)**: [Field]
- **Street Number (SAHR)**: [Field]
- **Street Number Suffix (SASS)**: [Field]
- **SASB**: [Field]
- **Street Name (SAST)**: [Field]
- **Street Type (SATR)**: [Field]
- **Street Suffix (SASS)**: [Field]
- **City**: [Field]
- **State**: [Field]
- **ZIP**: [Field]
- **ZIP+4**: [Field]
- **Room**: [Field]
- **Floor**: [Field]
- **Buildings**: [Field]
- **Unit Type**: [Field]
- **Unit Value**: [Field]

### Carrier PON

- **PON**: [Field]
- **PON Version**: [Field]

### LEC Contact

- **Contact Name**: [Field]
- **Contact Phone**: [Field]
- **Contact Email**: [Field]
- **Secondary Email**: [Field]

### Telephone Numbers

- **Number of TNs that will be ordered (up to a maximum of 200)**: [Field]
- **HPA**: [Field]
- **HOC**: [Field]
- **Start**: [Field]
- **End**: [Field]

### LOA

- **LOA Authorized By**: [Field]
- **File**: [Field]
- **Date**: [Field]

### Other

- **Customer Requested Date**: [Field]
- **Additional Notes**: [Field]
3.1 Populating LSR Required Fields

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Valid Value(s)</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTI</td>
<td></td>
<td>Required Residential (Default) or Business</td>
</tr>
<tr>
<td>First Name</td>
<td>50 Characters</td>
<td>Required if Residential</td>
</tr>
<tr>
<td>Last Name</td>
<td>50 Characters</td>
<td>Required if Residential</td>
</tr>
<tr>
<td>Street Number (SANO)</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Street Name (SASN)</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>City</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>State</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Zip</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>PON</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Contact Name</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>Contact Phone</td>
<td>Numeric</td>
<td>Required</td>
</tr>
<tr>
<td>Contact Email</td>
<td>Email format</td>
<td>Required</td>
</tr>
<tr>
<td>Number of TNs</td>
<td>1 to 200</td>
<td>Required (The number must match with the total number of TNs entered to be ported out)</td>
</tr>
<tr>
<td>Need more TNs?</td>
<td>String</td>
<td>Optional (Use if entering a range of TNs)</td>
</tr>
<tr>
<td>LOA Authorized By</td>
<td>String</td>
<td>Required</td>
</tr>
<tr>
<td>LOA Date</td>
<td>Date</td>
<td>Required</td>
</tr>
<tr>
<td>Customer Requested Date</td>
<td>Date</td>
<td>Required</td>
</tr>
<tr>
<td>Additional Notes</td>
<td>String</td>
<td>Optional</td>
</tr>
</tbody>
</table>

3.2 Validation

- The Port Out Request Tool validates the entry fields.
- All required fields can not be null.
- The quantity of TN's requested must match the list of TN's entered.
If all fields are entered correctly, the Port Out Request Tool generates a unique LSR Request ID, saves the LSR Request, user profile details and date/time stamp, and presents a success message to the Carrier along with the LSR Request ID. The Carrier may track the status of the request with the Request ID.

### 3.3 Search Recent LSR Requests

This task allows a Carrier to search for a previously submitted LSR Request in the Port Out Request Tool. Navigate to the Search Recent LSR Requests page and select one of the following search criteria:

- LSR Request ID
- TN
- PON
- Status
- Type
- Submit Date (Range: From and To)
- Complete Date (Range: From and To)
- FOC Date (Range: From and To)

To view all LSRs related to the search criteria, uncheck “Only show active requests.”

- **Search Results**

  The Port Out Request Tool presents the search results.
• Narrow Down Search Criteria

You can narrow down the search by selecting different criteria.

- Request ID
- Carrier PON
- Submit Date
- Type
- Status

3.4 Updating LSR

3.4.1 Supp LSR

1. The Status of the LSR must be in Accepted stage.
2. Click on Supp icon.
3. The LSR details open in a new window.
4. Update the information and click on Submit link.

<table>
<thead>
<tr>
<th>Actions</th>
<th>Request ID</th>
<th>Carrier POL</th>
<th>Submit Date</th>
<th>Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LSR0000000477</td>
<td>12345</td>
<td>6/14/2010 9:50:23 PM</td>
<td>New</td>
<td>Accepted</td>
</tr>
<tr>
<td></td>
<td>LSR0000000463</td>
<td>201030</td>
<td>6/14/2010 7:07:10 AM</td>
<td>New</td>
<td>Completed</td>
</tr>
</tbody>
</table>

The Carrier can request to SUPP the order or update the FOC up to 3 times. After 3 attempts, the Supp function is not available.

<table>
<thead>
<tr>
<th>Actions</th>
<th>Request ID</th>
<th>Carrier POL</th>
<th>Submit Date</th>
<th>Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LSR00000003160</td>
<td>6625</td>
<td>7/5/2010 10:03:13 PM</td>
<td>Supplemental</td>
<td>Accepted</td>
</tr>
<tr>
<td></td>
<td>LSR00000003160</td>
<td>6625</td>
<td>7/5/2010 9:58:00 PM</td>
<td>Supplemental</td>
<td>Accepted</td>
</tr>
<tr>
<td></td>
<td>LSR00000003160</td>
<td>6625</td>
<td>7/5/2010 9:23:06 PM</td>
<td>Supplemental</td>
<td>Accepted</td>
</tr>
<tr>
<td></td>
<td>LSR00000003160</td>
<td>6625</td>
<td>7/5/2010 9:19:40 PM</td>
<td>New</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

If the order has been SUPP'd 3 times, the order must be cancelled and re-submitted as it has exceeded the allowable number of SUPP Requests.

### 3.4.2 Cancel LSR

Carrier can cancel the order at any time via Port Out Request Tool up until FOC date and time.

1. The Status of the LSR must be in Accepted stage.
2. Click on Cancel icon.
3. Cancel LSR Request page open in a new window.
4. Enter the appropriate information and click Submit.
The port out request will be cancelled.

3.5 LSR Not Found

If no LSR’s are returned, a message is displayed:

![Message](image)

If a request is older than 90 days, it will not be available in the Level 3 Port Out Request Tool. Please contact Level 3 at 866.697.5881 to obtain access to requests older than 90 days.”

4. Edit Profile

Login to the Level 3 Port Out Request Tool. Click on Edit Profile link.

![Level 3 Port Out Request Tool](image)

You can modify the following fields:

- First name
- Last Name
- Carrier Name
- Contact Phone
- Password
- Contact Phone
- Contact Email
You can not edit the following fields:

- SPID
- Challenge Question and Challenge Answer

Once you have entered the information, click on Submit icon. The system presents a success message “Profile updated.”

4.1 Edit User Email

To change the email address on the Carrier account

1. Login to Carrier Portal
2. Go to Edit Profile
3. Type in new email address into the email address field and click Submit
The Carrier will get an email stating the email address has been changed.

An email will also be sent to the old email address indicating the email address on this account has been changed.

Note: All email notification will now go to the new email address including all pending orders and future orders.

4.2 Change Password

1. Click on Edit Profile link.
2. Select Change Password link.
3. To change the password, you must enter the Current Password.
4. Enter New Password and re-enter the New Password in Confirm New Password field.
5. Click on Changes Password button.

Port Out Request Tool verifies the user updates comply with the account security rules and displays message
for any necessary corrections needed to continue.

The Port Out Request Tool will save the updated user profile.

### 4.2.1 Password Rules

User supplied password must conform to the following parameters on initial create and on subsequent changes of the password:

- Password length must be at least 8 characters and no more than 15 characters in length.
- New Password must be different from prior 3 passwords.
- The New Password must differ from the Old Password by at least 1 character.
- Each password must satisfy at least 3 of the following 4 rules
  - Contain at least one uppercase letter
  - Contain at least one lowercase letter
  - Contain at least one number
  - Contain at least one of the following special characters: @ ! # $ % ^ ' ( ) _ + ; : ? / . , > < &

### 5. Support

#### 5.1 Forgot Your Password?

If you do not remember your correct password, the system will prompt you to contact 1-877-853-8353 for assistance.

1. Select the “Forgot your password?” link on the login page.
2. The Port Out Request Tool will display a message “Please call 1-877-853-8353 for assistance.

#### 5.2 Login Failure

The user name and password must match exactly as you entered in the registration form. If not, the login will fail.

> Upon the 3rd failed attempt to login with the same user name, the system will lock the user account and will send a message to the user “You have exceeded the allowed number of login attempts, please contact Production Support Center at 1-877-853-83531.”