

Number Portability

Training Manual



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Chapter 1: Portability Basics

This chapter will present you with an overview of Number Portability and TAS functionalities and how they apply in the Port In process.

Objectives:

By the end of this chapter, you should be able to:

- Define the concepts of Line Number Portability and its processes.
- Explain the LNP process and its effects on the phone service before, during and after.
- Demonstrate the process in porting-in a number.
- Score at least 90% in the written examination.

Number Portability

A service that provides customers the ability to keep the same phone number when switching between wireless carriers or between wireless and landline carriers within their local calling area.

Port In: Allows a customer to transfer their current phone number from another service provider to our TracFone brands including NET10, SafeLink, Straight Talk, Telcel, Simple Mobile, WFM, Total Wireless and GoSmart.

Port Out: Allows our customer (Tracfone, NET10, SafeLink, Straight Talk, Telcel, Simple Mobile, WFM, Total Wireless and GoSmart) who wants to transfer his/her current active number to another service provider. The customer must contact the new service provider in order to request to port out the number.

Identify what the customer would like to do. Depending on the customer's statement, you should make the correct selection.

Common Customer Statements

- I want to transfer my number to TracFone.
- I would like to use my current number with TracFone.
- I want to take my number to another company.

When performing an internal port, the account number is the ESN or the Serial Number of the phone. For BYOP, the account number is the last 15 digits of the SIM number (Pseudo SIM).



You should not transfer the call to the brand extension where the customer is currently active with to obtain this information.

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Port In

To process a Port In request in TAS, follow the steps below.

- 1 In the Incoming Call tab, enter the Serial Number.
- 2 Select Search Service.

The screenshot shows the TAS software interface with the 'Incoming Call' tab selected. A yellow circle labeled '1' is over the 'Serial Number' input field. A yellow circle labeled '2' is over the 'Search Service' button.

- 3 Go to Transactions menu, select Portability-Port In.
- 4 Enter the MIN to Transfer then select Continue.

The screenshot shows the 'Transactions' menu in TAS. A yellow circle labeled '3' is over the 'Portability - Port In' link. A yellow circle labeled '4' is over the 'MIN to Transfer' field containing '3051535689' and the 'Continue' button.

- 5 Enter the SIM number (when applicable) and Zip Code then select Continue.

The screenshot shows the 'Current Service Provider' screen. A yellow circle labeled '5' is over the 'SIM Number NEW phone' field containing '8901260642105110279'. Other fields include 'Activation Zip Code' with value '33178' and a 'Continue' button.

- 6 Select the Carrier and Phone Type from the designated drop-downs.
- 7 Enter the Information Registered with the Current Service Provider.

The screenshot shows the 'Current Service Provider' screen. A yellow circle labeled '6' is over the 'Carrier Name' dropdown set to 'AT&T'. A yellow circle labeled '7' is over the 'Information Registered with your Current Service Provider' section, which includes fields for Account Number, Password PIN, First Name, Last Name, Contact Phone Number, Email, Address, Line 2, Zipcode, City, State, and House #, Direction, Unit, Street Name, Street Type, and an 'Enter/Update Address' button.



Update the customer's address by selecting Enter/Update Address and then select Validate.

Internal Ports:

- The Zip Code will be pre-populated from the MIN to transfer.
- The Security Questions or the last 4 digits of the ESN/MIN will be pre-populated to verify. Once confirmed, select Security Verified, otherwise select Cancel.

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- 8 Select Add Airtime Card.

- 9 Enter the Airtime PIN then select OK.

- 10 Select Process.



Note

You Must only spell verify the Old Service Provider information listed below before processing the external Port In ticket.

- Name
- Address
- Account Number
- PIN/Password

The Transaction Summary will display. Do not read this to the customer. Instead advise the customer that the plan has been added and the port has been submitted to the carrier and we will need to wait a few minutes for a response.



When working with Internal Port Cases for pay-go customers, verify if the units were transferred to the new phone successfully. If the units did not transfer, you should verify the units on the old phone and manually provide to the new phone.

Port Out

This process allows an existing customer to transfer his/her current active number from one of our brands Example: TracFone/NET10 to another service provider. If you receive a Port Out request inform the customer he/she must contact the new service provider to initiate the Port Out request.

- ✓ Carriers will begin requesting customers to provide their 4-5 digit PIN from their account in order for us to approve the port out.
- ✓ If the customer calls to ask for their PIN, go to Contact Profile and validate the security questions. Provide the customer with the main account PIN once validated.
- ✓ If the customer does not have a Security PIN or is unable to verify, reset or set up their PIN then continue with the call.
- ✓ Ensure you are on the main account so that the customer can provide it to the receiving carrier in order for the port out to be approved. When adding a new PIN, it should be 4 digits long.

For Straight Talk: Ask the caller if he is a current customer or a representative from another wireless provider before transferring the call. If the caller is a Representative from another wireless provider, transfer the call to the Number Portability Department.



For customers calling for any Portability related issues besides the creation of a Port Ticket, transfer the call to the appropriate department by following the transfer guidelines in Agent Support.

If you receive a Port Out request for a MIN/ESN that is enrolled in the Asurion Mobile Protect/Mobile Protect Plus Plan, advise the customer that the phone is enrolled in the program and should contact Asurion Customer Care to cancel their enrollment so they will not be charged. For cancellations, advise the customer to send an email or contact Asurion Customer Care directly.

- Asurion Phone Claim Website: www.phoneclaim.com
- Asurion Customer Care Hotline: 1-866-598-4874
- Hours of Operation: Monday - Friday 7:00AM – 10:00PM CST
Saturday - Sunday 8:00AM – 5:00PM CST

Portability for TracFone Android

When completing a port to a TracFone Android, ONLY the MIN will be transferred. To do so, follow the steps outlined on the next page.



Note

When completing a Port make sure that you first create a new contact with a new ESN, and put it into session.

Portability via Add Airtime Card

- 1 Once the ESN is in session, go to Transactions menu and select Portability - Port In.
- 2 Enter the MIN to Transfer then select Continue.

- 3 Enter the SIM Number (when applicable) and Zip Code then select Continue.
- 4 Select the Carrier and Phone Type from the designated drop-downs.

- 5 Enter the Current Service Provider Information then select Add Airtime Card.



Note

Depending upon the Service Provider selected, you may need to enter additional information.

- 6 Enter the Airtime PIN then select Validate Card. A validation message should display for a Prepaid/Non-Android.
- 7 Once the pop-up disappears, select Process button.

You will then see Transaction Summary. You may send the Transaction Summary via email ONLY if the customer requests to receive a receipt of their transaction.

Transaction Summary

The transfer process is in progress and should take a few hours to complete. In some cases, it could take as long as 2 business days. It may take longer for landline phone numbers. During this time, your current phone will still work.

After your CURRENT phone stops working:

1. Call * 2 2 8 9 0. Make sure to include the star key (*).
2. If the activation is successful, you will receive confirmation that the programming was successful.
3. Restart your phone and then make a call to complete the activation process.
4. If your call is not successful, wait a few minutes and call *22890 again.

Auto Internal Cross Company Ticket Number 1070605876		
Service Plan Paygo	MIN Status RESERVED USED	Expire Date
MIN 3054305537	Auto Refill NO	Email
Rate Plan TFREVBUKTIER_NONEXP	Activation Date 9/12/2013	
Minutes Added 60		
Update Email		Email
		Save Email



Note

Read the Activation Summary ONLY if the customer is calling from the ported MIN. If they are calling from a different MIN, process the port real time with the customer on the line and provide the activation steps once the port is completed.

Portability via Purchase Airtime

- 1 Go to Transactions menu and select Portability - Port In.
- 2 Enter the Min to Transfer then select Continue.

Current Service Provider

MIN to Transfer 3051535689 **2** Continue

Transactions

- [ESN Support](#)
- [Carrier Support](#)
- [Toss Util](#)
- [Tutorials/Instructions](#)
- [LTE](#)
- [Portability - Port In](#) **1**
- [Activation](#)
- [Redemption](#)
- [Enrollments](#)
- [Value Plan Services](#)
- [Family Plans](#)
- [MIN Change](#)
- [SIM Change](#)
- [Deactivation](#)
- [Complete Ports](#)

- 3 Enter the SIM Number (when applicable) and Zip Code then select Continue.
- 4 Select the Carrier and Phone Type from the designated drop-downs.

Current Service Provider

MIN to Transfer 3051535689
SIM Number NEW phone 8901260642105110279 * Activation Zip Code 33178 Continue **3**

Transactions

- [ESN Support](#)
- [Carrier Support](#)
- [Toss Util](#)
- [Tutorials/Instructions](#)
- [LTE](#)
- [Portability - Port In](#)
- [Activation](#)
- [Redemption](#)
- [Enrollments](#)
- [Value Plan Services](#)
- [Family Plans](#)
- [MIN Change](#)
- [SIM Change](#)
- [Deactivation](#)
- [Complete Ports](#)

Current Service Provider

MIN to Transfer 3051535689
SIM Number NEW phone 8901260642105110279 Activation Zip Code 33178
Carrier Name **4** Phone Type **4**

- 5** Enter the Current Service Provider Information then select Purchase Airtime.

Current Service Provider			
MIN to Transfer	2178559884		
SIM Number NEW phone	89014103256899519671	Activation Zip Code	11702
Carrier Name	AT&T	Phone Type	Wireless
Information Registered with your Current Service Provider			
Account Number	Address	House #	
Password PIN	Line 2	Direction	
First Name	Zipcode	Unit	
Last Name	City	Street Name	
Contact Phone Number	State	Street	Type
Email	Enter/Update Address		

- 6** Select the plan the customer wishes to purchase.
7 Add a new credit card.
6 Once you're back on the Purchase Airtime page, select the Payment Source and enter the CVV number.
9 Select Purchase.

Select Plan			
Description	Price	Units	Part Number
TRACFONE NON-POSA 30 MINUTE APP PINCODE / 30 ACCESS DAYS	9.99	30	TSAPP50030
TRACFONE APP 60 UNIT PIN CODE	19.99	60	TSAPP40060
TRACFONE APP 120 UNIT PIN CODE	29.99	120	TSAPP40120
TRACFONE APP 200 UNIT PIN CODE	39.99	200	TSAPP40200
TRACFONE NON-POSA 450 UNIT AIRTIME / 90 ACCESS DAYS	79.99	450	TSAPP40450
TRACFONE APP 1 YEAR / 400 UNIT PIN CODE	99.99	400	TSAPP4001Y
TF AIRTIME APP PINCODE - 1,000 MINUTE / 365 ACCESS DAYS (WEB PROMO)	159.99	1000	TSAPP41000
TF AIRTIME APP PINCODE - 1,500 MINUTE / 365 ACCESS DAYS (WEB PROMO)	199.99	1500	TSAPP41500

Estimated charges for Zip Code 33178

Calculated Tax Zipcode 33178	Total Nec Tax due 0.06
Enrollment Fee 0	Total Sales Tax due 2.61
Total Combs Tax due 2.10	Total USF Tax due 0.45
Total Discount 0.00	Total Charges for Today 29.99
Total E911 Tax due 0.00	Total Amount Due with Tax 32.60

Payment Source

Select Credit Card	*****4455 04/2014 Visa	CVV Number	123
--------------------	------------------------	------------	-----

8 **9**

[Update Credit Card Info](#) [Add New Credit Card](#) [7 Cash Credit Cards](#) [Purchase](#) [9](#)



Note

If there's any registered credit card and customer wishes to use the same card, then you may ask for the last four digit of the card and refer from the drop down menu the credit card of his/her choice and proceed to the next step.

You will then see the Transaction and Billing Summary. Read the Activation Summary ONLY if the customer is calling from the ported MIN. If they are calling from a different MIN, process the port real time with the customer on the line and provide the activation steps once the port is completed.

Transaction Summary			
The transfer process is in progress and should take a few hours to complete. In some cases, it could take as long as 2 business days. It may take longer for landline phone numbers. During this time, your current phone will still work.			
After your CURRENT phone stops working:			
<ol style="list-style-type: none"> Call * 2 8 9 0. Make sure to include the star key (*). If the activation is successful, you will receive confirmation that the programming was successful. Restart your phone and then make a call to complete the activation process. If your call is not successful, wait a few minutes and call *22890 again. 			
Auto Internal Cross Company Ticket Number 1070606956			
Service Plan	Paygo	MIN Status	RESERVED USED
	MIN 2225215253	Auto Refill	NO
Rate Plan	TFREVBUKTIER_NONEXP	Activation Date	9/13/2013
Email spongebob@surepay.com			
Minutes Added 120			
Billing Summary			
Credit Card Number	*****4455	Credit Card Type	Visa
Transaction ID	1064386421	Card Expiration Date	04/2014
Price	\$29.99		
Discounts and Credits	\$0.00		
Tax	\$2.10		
Tax 911 Surcharge	\$0.00		
Federal Universal Service	\$0.45		
Regulatory Cost Recovery	\$0.06		
Final Purchase Amount	\$32.60		
Send Email Update Email			

Simple Mobile Portability

This process should be followed when a customer wishes to transfer their phone number from another company (including TracFone, NET10, Straight Talk, Telcel and SafeLink) to Simple Mobile.

- Select Activation/Port under the Transactions tab and select Transfer Number.

The screenshot shows a sidebar menu with the following items: ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, LTE, Transactions, and Activation/ Port (which is highlighted with a yellow border). To the right, there is a section titled 'Collect ESN' with fields for Serial Number (260645149847590) and SIM (8901260645149847590), and buttons for 'New Line/ Reactivate' and 'Transfer Number'.

- Select Continue.

The screenshot shows a 'Current Service Provider' page with a 'MIN to Transfer' field containing the value '8183311919'. To the right is a 'Continue' button.

- Select Continue.

The screenshot shows a 'Current Service Provider' page with a 'MIN to Transfer' field containing '8183311919'. Below it are fields for 'SIM Number NEW phone' (8901260645149847590), 'Activation Zip Code' (91306), and a 'Continue' button.

- Select the current service provider under the Carrier Name and the Phone Type (Wireless or Wireline/Landline).

The screenshot shows a 'Current Service Provider' page with a 'MIN to Transfer' field containing '8183311919'. Below it are fields for 'SIM Number NEW phone' (8901260645149847590), 'Activation Zip Code' (91306), 'Carrier Name' (T-MO), and 'Phone Type' (Wireless).

- Fill in the required fields when processing an external port in request.
- Select Enter/Update Address.

The screenshot shows a 'Information Registered with your Current Service Provider' page. It includes fields for Account Number, Password PIN, First Name, Last Name, Contact Phone Number, Email, Address, Line 2, Zipcode, City, State, House #, Direction, Unit, Street Name, Street Type, and a 'Enter/Update Address' button. The 'Enter/Update Address' button is highlighted with a yellow circle and the number '6'.

- 7 Fill in the address field and select Validate DPV.

- 6 Select the form of payment and process the port. Once a ticket is generated, process the port in request business as usual.

Retrieving Tickets in TAS

To retrieve a port ticket in TAS, go to Console page. It will display all the tickets you are currently working on.

Tickets in the WIPbin: Lists the tickets you own in the corresponding WipBin.

- ✓ To open a ticket, the corresponding ID number link must be clicked.
- ✓ WipBin views allow search field capabilities after these have been opened.



Note

You have the option to change the language by simply clicking the language links located at the top right of the page. You also have a link available to export the data to excel, if needed.

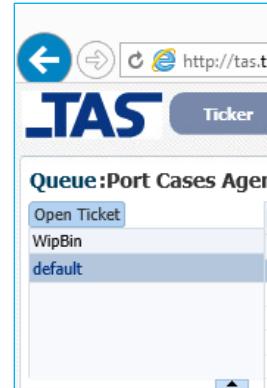
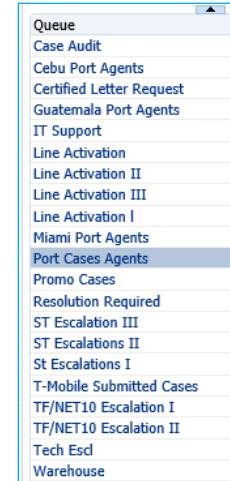
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All the ticket that is created by you will be stored in your WipBin.



Only accept one ticket at a time.

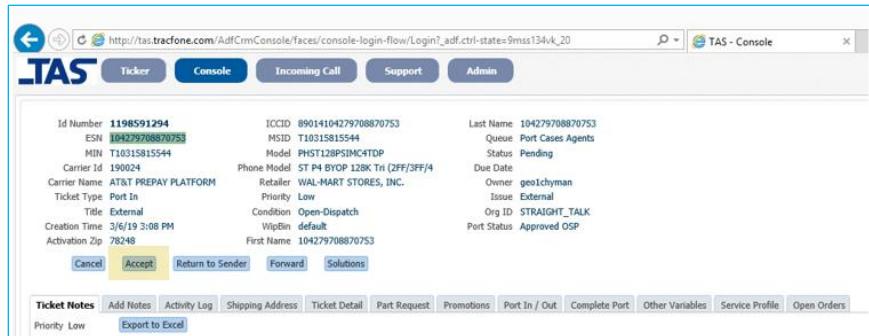


Open Case by ID: Allows you direct access to a specific ticket by a specific ID number.

- 1 Select Open Ticket.
- 2 A pop-up will display, enter the ID Number.
- 3 Select Open Ticket.



To process the ticket request, select Accept. The Ticket notes will be displayed.



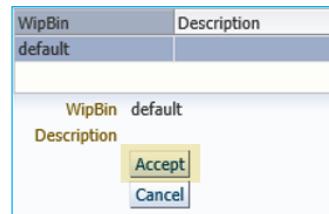
Accepting a Port In Ticket

Ticket must be accepted first before processing the request.

- Once you already open the ticket, select Accept.

Ticket Notes Add Notes Activity Log Shipping Address Ticket Detail Part Request Promotions Port In / Out Complete Port Other Variables Service Profile Open Orders
Priority Low Export to Excel

- A pop-up window will let you confirm to accept the ticket. Select Accept.



- The ticket will now be stored in your WipBin. Select ticket number to view the ticket.

WipBin:default
Open Ticket
WipBin Id Number Title Age Days Carrier Id Carrier Name ESN
default 1198591294 External 0 1:49:13.0 19002 AT&T PREPAY PLATFORM 104279708870753

Notice that the functionalities will be changed once the ticket is accepted.

From Accept to Dispatch,
From Return To Sender to
Assign, From Forward to
Close Case.

Ticket Notes Add Notes Activity Log Shipping Address Ticket Detail Part Request Promotions Port In / Out Complete Port Other Variables Service Profile Open Orders
Priority Low Update Priority Export to Excel



Note

If the ticket is already accepted by another user, you can no longer see the Accept button. You can only view Cancel and Yank. In this scenario, you have to look for another open ticket.

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Now that you have accepted the ticket, you may now review the information in this ticket.

The screenshot shows a software interface for managing tickets. At the top, there are tabs for Ticker, Console, Incoming Call, Support, and Admin. Below the tabs, a ticket detail card is displayed with the following fields:

Id Number	1198591294	ICCID	89014104279708870753	Last Name	104279708870753
ESN	104279708870753	MSID	T10315815544	Queue	
MIN	T10315815544	Model	PHST128PSIMC4TDP	Status	Pending
Carrier Id	190024	Phone Model	ST P4 BYOP 128K Tri (2FF/3FF/4	Due Date	
Carrier Name	AT&T PREPAY PLATFORM	Retailer	WAL-MART STORES, INC.	Owner	ceb1jalao
Ticket Type	Port In	Priority	Low	Issue	External
Title	External	Condition	Open	Org ID	STRAIGHT_TALK
Creation Time	3/6/19 3:08 PM	WipBin	default	Port Status	Approved OSP
Activation Zip	78248	First Name	104279708870753		

Below the ticket card, there are several buttons: Cancel, Dispatch, Assign, Close Ticket, Solutions, Escalate Case, Ticket Notes, Add Notes, Activity Log, Shipping Address, Ticket Detail, Part Request, Promotions, Port In / Out, Complete Port, Priority (set to Low), Update Priority, and Export to Excel.

Field Name	Purpose
ID Number	Ticket or port in case number
ESN	Serial number or IMEI of the phone equipment
MIN	Phone number assigned to the IMEI
Carrier ID	Number pertaining to carrier based on technology; may have multiple IDs
Carrier Name	Name of the service provider, i.e. AT&T, Verizon
Case Type	System generated from TAS based on agent input of Port in or Port out
Case Title	System generated entry from TAS based on agent input
Creation Time	Date of ticket creation in TAS
Activation Zip Code	Zip code where customer will be using the phone the most
ICCID	SIM card number (GSM technology)
Model	Description of equipment used to determine technology
MSID	Mobile Station Identifier associated with the mobile number may be same as MIN
Retailer Name	Name of the selling entity, i.e. Walmart, Family Dollar
Contact Name	Customer's first and last name
Priority	Not Used
Condition	Not Used
WipBin	Not Used
First Name	Customer's First Name
Last Name	Customer's Last Name
Queue	Not Used
Due Date	Customer's Service End Date
Owner	Current owner of the ticket
Is Supercase	Not Used

Ticket Tabs Functionalities

Now, let's get to know the functionalities of the tabs that you will be working on with the Port ticket.

Ticket Notes

The Ticket Notes tab will enable you to view the notes and updates made on a port in ticket.

Add Notes

This option would let you document notes or additional notes on the ticket. To do so, follow the steps below.

- 1 Action Type should always be Line Management.
- 2 Add Notes in the Notes field.
- 3 Select Log Notes and wait for the tool to respond.
- 4 A confirmation message will display. Select OK.

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Activity Log

This option will display all activities done in a port ticket, starting from the creation of the ticket up to its completion. It will also show the date, log-in and added information.

The screenshot shows the TAS software interface with the 'Activity Log' tab selected. The top navigation bar includes links for Ticker, Console, Incoming Call, Support, Admin, and other tabs like Ticket Notes, Add Notes, and Close Ticket. The main content area displays a table of activity logs for ticket number 1198591294. The columns include Act Code, Act Name, Entry Time, User, and Add Info. Key entries include 'Create' at 3/6/19 3:08:38 PM by user bac1nhonteveros, and multiple 'Dispatch' entries for Queue Port Cases Agents. Other entries show modifications to the ticket's status and header information.

Shipping

This tab allows you to modify/update the shipping address of the customer for SIM and Tech Exchange tickets. TAS shipping address through edit contact info should always match.



Note

Make sure you own the ticket in order to update the shipping details. If the ticket is owned by another user, then the fields will be disabled and you will not see the option to **SAVE** the information.

The screenshot shows the TAS software interface with the 'Shipping Address' tab selected. The top navigation bar includes links for Ticker, Console, Incoming Call, Support, Admin, and other tabs like Ticket Notes, Add Notes, Activity Log, and Close Ticket. The main content area displays a form for entering shipping address information. Fields include First Name, Last Name, Zip Code, City, State, Address 1, Address 2, Email (104279708870753@STRAIGHTTALK.COM), Phone, and a checkbox for Customer Refuses Email Airbill. A note states: "Enter the street address, up to 40 characters" and "Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc". Buttons for 'Enter/Update Address' and 'Save / Verify' are visible.

Ticket Details

This is the screen where you can see most of the information needed for porting.

If you would like to make any changes, select on the field that you would like to edit under value. Change the value and select **Save**.



The **Current MIN** is the number to be ported.

The screenshot shows the TAS software interface with the 'Ticket Detail' tab selected. The top navigation bar includes links for Ticker, Console, Incoming Call, Support, Admin, and other tabs like Ticket Notes, Add Notes, Activity Log, Shipping Address, and Close Ticket. The main content area displays a table of ticket details for ticket number 1198591294. The columns include Name and Value. Key entries include OLD_SERVICE_PROVIDER (AT&T), NUMBER_CUSTOMER_CALLING_FROM (2108876806), and CURRENT_MIN (2108876806). Other fields like HOME_PHONE, NEW_MSID, and RATE_PLAN are also listed.

Field Name	Purpose
Current MIN	The number to be ported
Activation Zip Code	Zip code where the customer will be using the phone the most
SIM ID	SIM where the phone number should be activated, for GSM only
Account	Billing account number from the old service provider (OSP)
PIN	Password/PIN set up with the OSP, for Virgin Mobile it's called Vkey
Current Carrier	Customer's current service provider
New MSID	This field is blank and should be filled in when completing the port.
Rate Plan	Rate plan that should be programmed on the new phone. It varies per carrier and service plan.
Current ESN	It displays the current serial number for internal ports
REPL_SIM_ID	A field for the new SIM for any replacement SIM card
Assigned Carrier	The new service provider
Assigned Carrier ID	The new service provider ID. It depends on the new carrier where the MIN is ported.
First Name	Billing first name or first name registered on the customer's account with the OSP
Last Name	Billing last name or last name registered on the customer's account with the OSP
Address 1 and 2	Billing address or address registered on the customer's account with the OSP
Zip code	Billing zip code or zip code registered with the OSP
Email	Customer's email address

Part Request

This is no longer used by Portability. SIM and phone exchanges are processed on a different flow in TAS.

Action	Status	Domain	Part Number	Serial Number	Courier	Shipping Method	Tracking	Creation Date
ObjId Serial Number Part Number FF Center Courier	Save Ship							

DO NOT PROCESS any **Port In Tech Exchange tickets!** This is assigned to a specific center and no one should be touching this type of cases. They will process the port once the replacement part is SHIPPED.

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Promotions

This Tab is not to be utilized by Portability.

Id Number 1077670369		Activation Zip	WipBin default
ESN	100000000735190	ICCID	First Name Joe
MIN		MSID	Last Name Doe
Carrier Id		Model	Queue
Carrier Name		Phone Model	Status Pending
Case Type	Port In	Retailer	Due Date
Title	External	Priority	Owner CEB1HNIEVES
Creation Time	3/18/14 11:46 AM	Condition	

Promotions

Promo Code	Units	Access Days	Annual Plan	Start Date	End Date	Group Name
------------	-------	-------------	-------------	------------	----------	------------

No data to display.

Port In/Out

Information that can be found under this tab:

- Current Port Status
- Line Status
- Phone Status
- Zip Code
- New Port Status
 - Pending
 - Port Successful
 - Port Failed
 - Port Cancelled
 - Missing/Wrong Info
 - To Be Authorized
 - Approved OSP

Id Number 1148900625		ICCID	Last Name Horton
ESN	268435462705964491	MSID	Queue
MIN	8035967499	Model	Status Pending
Carrier Id	122794	Phone Model	Due Date 10/2/2016
Carrier Name	VERIZON_PP	Retailer	Owner ceb1cgatata
Ticket Type	Port Out	Priority	Issue Port Out
Title	Port Out	Condition	Org ID STRAIGHT_TALK
Creation Time	10/1/16 1:21 PM	WipBin	
Activation Zip	29115	default	
First Name	Ruth		

Port In / Out

New Port Status

Update Port Status: Pending, Port Successful, Port Failed, Port Cancelled, Missing/Wrong Info, To be Authorized, Approved OSP

Note

Port status in the Port In tab should depend on the actual status of the customer's port in request. Click on Update Port Status after selecting the new port status.

Complete a Port

This is to be utilized if the port is already completed and active in the carrier side. This tab will activate the number in TAS. To complete a port, enter the ticket number then select Complete Port.

Id Number 1148407488		ICCID	Last Name noLastName
ESN	268435463913036303	MSID	Queue Cebu Port Agents
MIN	79102802190491222	Model	Status Pending
Carrier Id	122794	Phone	Due Date
Carrier Name	VERIZON_PP	ST HUAWEI K258C CDMA HOME	Owner ceb1labrenica
Ticket Type	Port In	Retailer	Issue Port In
Title	ST External	Model	Org ID STRAIGHT_TALK
Creation Time	9/25/16 1:38 PM	PHON	
Activation Zip	28353	Priority	
Activation Zip		Condition	
Activation Zip		WipBin	
Activation Zip		default	

Complete Port

Ticket Number: **1148407488**

Complete Port | Cancel Port

Service Profile Tab

This where you locate the rate plan if in case it is missing in the ticket detail tab. Other information such as device type, ESN, and name can also be located in this tab.

The screenshot shows the Service Profile tab of a ticket in TAS. It displays various fields including:

- Id Number:** 1148407488
- ICCID:** T9102802190491222
- ESN:** 268435463913063003
- MSID:** T9102802190491222
- Model:** STHUA258CPWP
- Carrier Id:** 122794
- Phone:** ST HUAWEI H258C CDMA HOME
- Carrier Name:** VERIZON_PP
- Retailer:** WAL-MART STORES, INC.
- Title:** ST External
- Priority:** Low
- Condition:** Open-Dispatch
- Activation Zip:** 28353
- WipBin:** default
- Activation Time:** 9/25/15 1:38 PM
- Creation Time:** 9/25/15 1:38 PM
- Last Name:** noLastName
- Queue:** Cebu Port Agents
- Status:** Pending
- Due Date:** 10/25/15
- Owner:** ceb1albreica
- Issue:** Port In
- Org ID:** STRAIGHT_TALK

Buttons at the bottom include: Cancel, Accept, Return to Sender, Forward, Solutions, and Service Profile (highlighted).

Dispatching Ticket in TAS

It is very important to dispatch ticket right after working on it for the other reps to provide update and real time solutions to the customer's port in request.

Please note that once the ticket is accepted, it will stay on your wipbin and this will delay the resolution if you failed to dispatch them.

- Document the necessary notes.

The screenshot shows the ticket detail tab in TAS. It includes:

- Ticket Notes:** Priority: Low, Update Priority, Export to Excel.
- Notes:**
 - ****NOTES 04/04/2017 09:17:17 AM
 - Status in Crossroads: Confirmed
 - DOT-04/06/2017 14:00 ET
 - Port Path: Wireline to Wireless
 - Waiting for activation in RSSX

- Go to the Port In / Out tab.
- Select a New Port Status from the drop-down.
- Select Update Port Status.

The screenshot shows the Port In / Out tab in TAS. It includes:

- Current Port Status: Customer
- Line Status: NOT FOUND
- Phone Status: USED
- Zip Code: 49341
- New Port Status: Pending (highlighted)
- Update Port Status: Port Successful, Port Failed, Port Cancelled, Missing/Wrong Info, To be Authorized, Approved OSP (highlighted)
- Approved OSP: Approved OSP

Port Reason	Port In Status
Completed	Port Successful
MDN Not Active, Interstate, Mismatch, Not Eligible for Porting	Port Failed
Cancelled, Customer requesting for a new MIN	Port Cancelled
Resolution Required	Missing/Wrong Info
Delayed, Waiting for Response, Acknowledgement	To be Authorized
Confirmed but Waiting for activation and completion	Approved OSP
System Error Ticket created	Approved OSP

- 5 Select OK on the confirmation pop-up.
- 6 Select Dispatch.

Ticket Number: 1161144807
 ESN: 268435463913066096
 MIN: T6162952282662576
 Carrier ID: 122794
 Carrier Name: VERIZON_PP
 Ticket Type: Port In
 Title: External
 Creation Time: 4/4/17 9:43 AM
 Activation Zip: 49341
 Condition: Open
 Priority: Low
 WipBin: default

Last Name: 268435463913066096
 Queue: Pending
 Status: Pending
 Due Date:
 Owner: ceb1gcagata
 Issue: External
 Port Status Updated
 OK

Information × F_TALK OSP

Ticket Notes | Add Notes | Activity Log | Status Change | Shipping Address | Ticket Detail | Part Request | Promotions | Port In / Out | Complete Port

Current Port Status: Approved OSP
 Line Status: NOT FOUND
 Phone Status: USED
 Zip Code: 49341
 New Port Status: Approved OSP
 Update Port Status
 Add Line

Once the ticket is dispatched, the Dispatch button will change to Accept and the condition of the ticket will now be Open-Dispatch.

Ticket Number: 1161144807
 ESN: 268435463913066096
 MIN: T6162952282662576
 Carrier ID: 122794
 Carrier Name: VERIZON_PP
 Ticket Type: Port In
 Title: External
 Creation Time: 4/4/17 9:43 AM
 Activation Zip: 49341
 Condition: Open-Dispatch
 Priority: Low
 WipBin: default

Last Name: 268435463913066096
 Queue: Guatemala Port Agents
 Status: Pending
 Due Date:
 Owner: ceb1gcagata
 Issue: External
 Org ID: STRAIGHT_TALK
 Port Status: Approved OSP

Cancel | Accept | Return to Sender | Forward | Solutions

Ticket Notes | Add Notes | Activity Log | Status Change | Shipping Address | Ticket Detail | Part Request | Promotions | Port In / Out | Complete Port

Current Port Status: Approved OSP
 Line Status: NOT FOUND
 Phone Status: USED
 Zip Code: 49341

New Queues in TAS

Only the below centers are authorized to work on the following queues.

Queue	Center	Description
Port Cases Agents	Honduras, Barranquilla, Guyana and Dumaguete	Tickets created within 1-24 hours.
Guatemala Port Agents	Guatemala only	Tickets pending for 1-2 days
Cebu Port Agents	Cebu only	Tickets pending for 2-7 days
Miami Port Agents	Miami only	Tickets pending for 7 days or more.

Port Templates

SUBMISSION NOTES – Port Admin Tool		SUBMISSION NOTES - Manual
LCG:	LCG:	
TOSS:	TOSS:	
CID:	CID:	
Assigned Carrier:	Assigned Carrier:	
Rate Plan:	Billing:	
Note:	Rate Plan:	
<ul style="list-style-type: none"> a. Add the notes above then click submit. Click Port Status. Port Admin Tool will auto notate the status on the ticket. b. Always verify the actual port status in the Billing system. c. For Sprint and US Cellular: manually submit the port. 	<p>Validation Result: (For VZW, Sprint & T-Mo Only) SPID: (For VZW only) Market: (For AT&T Only) BAN: (For AT&T & US Cell (Customer ID) Only) Comp Code: (For AT&T only) Case ID: (For US Cell only)</p> <p>Note:</p> <ul style="list-style-type: none"> a. Copy paste Validation Result. If MIN is not portable, call the customer and proceed BAU. b. Copy paste Submission Result from the Billing system then add “Port Submitted Successfully”. c. If Internal Port, indicate “Port out confirmed in (Old Billing)”. d. Check port status and proceed BAU. e. Only copy/notate the applicable field. 	

PORT QUERY NOTES - Delayed		PORT QUERY NOTES – Resolution Required
Billing:	Billing:	
Port Status:	Port Status:	
Remarks:	RR Type:	
New Port Status:	New Port Status:	
DDT:	DDT:	
Port Path:	Port Path:	
Note:	Note:	
<ul style="list-style-type: none"> a. For External Port: Wireless to Wireless, call OSP to get a response. If unable to, indicate after port path “waiting for the OSP’s response.” b. For External Port: Wireless to Wireless, proceed BAU and indicate after port path “waiting for OSP’s response. If LSR has been submitted, check and indicate the latest update.” c. Indicate the DDT with the time zone. d. No need to indicate Port Status if the auto-notated status of Admin Tool matches with Billing. 	<ul style="list-style-type: none"> a. Modify and indicate the new port status with DDT and time zone. If unable to modify, proceed BAU. b. No need to indicate Port Status and RR Type if the auto-notated status of Admin Tool matches with Billing. 	

Port Query NOTES - Confirmed	Completion NOTES
Billing:	Port completed successfully.
Port Status:	
DDT:	
Port Path:	
Note:	<p>a. Indicate the DDT with the time zone.</p> <p>b. Indicate after port path “waiting for completion” if confirmed but needs to meet the DDT.</p> <p>c. No need to indicate Port Status if the auto-annotated status of Admin Tool matches with Billing.</p>

**Note**

- CSRs are not to close a ticket until they get a PORT PROVISIONING STATUS above the Port in Response field in the Porting Messages link. Same way goes with porting out a MIN in Sprint; CSRs will know/identify if MIN has been successfully ported out when they will get a PORT PROVISIONING STATUS above the Port out response field.
- **For all Carriers:** When handling Port In request with Resolution Required status, always confirm with the customer the full phone number (area code and number).

Number Portability

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TELEGENCE COMP CODES			
Dealer Code	Market	New Region	State
DQ600	GLR	INDY/OH/MI	MICHIGAN
TQ600	GLR	INDY/OH/MI	OHIO
TR007	ALH		Alaska/Hawaii
24410	ARK		ARKANSAS
R1404	AUS		AUSTIN- TX
TOPPO	BOS		BOSTON
TI009	COR		Texas
CHR06	DLS		
FAR07	DLS		
TT001	DLS		
TR008	GPL		Great Plains States
R3TRC	HCL		
MQ600	ILL	CHI/WISC	WISC
SQ600	ILL	CHI/WISC	WISC
H6490	ILL	CHI/WISC	ILL
TI009	LAR		LARADO- TX
TR009	MTZ		Mountain Time Zone
TXK01	MWR		
TI009	NCA		
TR010	NWS		Northwestern States
AR002	NYR		New York
BR002	NYR		New York
RR002	NYR		New York
SR002	NYR		New York
TL001	OKC		Oklahoma
TI009	PAC		California
DQ601	PHI		
TI009	RGV		
TI009	SAN		Texas
L7000	SNE		
RS001	STL		Missouri
TI009	TUL		Oklahoma
S0901	WAS		Washington
R1A01	WTX		
R1M01	WTX		
R1R01	WTX		
R1L01	WTX		Texas
TOPP			
DQ600	IND		Indianapolis
DQ601	MNY		MIDTOWN NEW YORK
DQ601	FLP		FLORIDA/PUERTO RICO
DQ601	TNK		Tennessee/Kentucky
DQ601	All other markets		

Let's Review

Number Portability Questions:

- 1 Define Number Portability.
- 2 Provide the meaning of the following acronyms.
 - LNP
 - MSID
 - MIN
 - OSP

Answer the questions below with TRUE or FALSE.

- 3 The MSID and MIN always match?
- 4 The old carrier can refuse to port the number the customer is requesting to port?
- 5 The number does not need to be active throughout the porting process?

TAS Questions:

- 1 What system do we utilize to retrieve the Port in Cases we need to process?
- 2 Name two important pieces of information we need from the TAS System to begin our Port In Process?
- 3 If the Zip Code is not populated on the Case screen in TAS where would you find this important piece of information?

Answer the questions below with TRUE or FALSE.

- 4 The Nap Verify provides us with Carrier ID information.
- 5 The ZIP Code is not important in the Port In process.
- 6 Market Information is located on the Case Note screen in TAS.
- 7 Based on the Carrier Information below if your customer has a GSM phone the Carrier ID shown 140008 would be the correct Carrier ID to use.

Carrier Information		Master / Local SIDs:	NPA:	NXX:	TotalAvail:
Available Carriers:	Carrier Side:				
100029	B	00008 ANALOG	215	205	0
140008		00008 CDMA	215	219	3
190260		00032 LOCAL	215	266	3
		00022 LOCAL	215	280	1
		00096 LOCAL	215	284	4
			215	287	2
			215	292	1
			215	307	7
			215	356	0
			215	370	1

Carrier Information

Available Carriers: 100029, 140008, 190260

Carrier Side: B

Carrier Parent Name: VERIZON WIRELESS

New Analog Activations: NO

Analog Reactivations: NO

Master / Local SIDs:

NPA: NXX: TotalAvail:

NPA	NXX	TotalAvail
215	205	0
215	219	3
215	266	3
215	280	1
215	284	4
215	287	2
215	292	1
215	307	7
215	356	0
215	370	1

Chapter 2: Verizon RSSX Portal

This chapter will review the Verizon RSSX portal that will replace the current RSS web-interface portal application.

Objectives

By the end of this chapter, you should be able to:

- Define RSSX.
- Explain the steps to access the RSSX portal.
- Identify the transactions and features that you will handle.
- Score at least 90% in the written examination.

RSSX

- A real-time, multi-product billing and customer care system that was developed by Verizon Wireless for wireless service.
- Used to view and perform specific transactions on 3G, 4G, and LTE MDN's and devices. The following transactions and features will be covered in the manual.
 - How to access the RSSX application
 - Activate a Line
 - Ports
 - Line Maintenance
 - Line History
 - Tools

Logging In

Launch the link, <https://rssxportal.vzcorp/rsx/portal>, in your browser then follow the steps below to log in.

- 1 Enter your User ID and Password.
- 2 Select Login.

The screenshot shows the RSSX login interface. At the top, it says "RSSX". Below that is a banner with three business people's faces. A blue bar says "Please Log in". Below that is a form with two input fields: "UserID" and "Password". To the right of the "UserID" field is a yellow circle with the number "1". To the right of the "Password" field is a yellow circle with the number "2". Below the "Password" field is a "Forgot Password" link. At the bottom right of the form is a blue "Login" button.

If you forgot your Password, follow the steps below:

- 1 On the home page, select Forgot Password link.

The screenshot shows the RSSX login interface. At the top, there's a banner with three people's faces. Below it is a light blue bar with the text "Please Log in". Underneath is a form with fields for "UserID" and "Password", and a "Login" button. A green "Forgot Password" link is located just below the password field.

- 2 Forgot Password screen will display, select APR link and you will be redirected to CIM Administration Tool.

The screenshot shows the RSSX login page again, but now with a "Forgot Password" modal window overlaid. The modal has a yellow header bar with the text "Forgot your password?" and a link "Visit the APR page to reset your password." It also includes a "Close" button.

- 3 From the CIM Admin Tool main screen, enter your Community ID and Employee ID.
- 4 Select Continue.

The screenshot shows the CIM Administration Tool Pre-Authentication screen. It features a top navigation bar with tabs for "Basic Information", "Additional Data", and "Result". Below the tabs, there's a message: "Welcome to the Verizon Worker Authentication Tool". A list of required items follows: "Please have the following items available: 1. Your User Community ID 2. The Worker Number issued to you by your organization 3. The additional pieces of information required by your organization for an identity proof challenge". The "Basic Information" tab is highlighted with a blue bar. Below it, there are two input fields: "Step 1: Enter the User Community ID for your organization" containing "TRACFONE" and "Step 2: Enter your employee ID or native worker number". At the bottom right is a large green "Continue" button, which is also highlighted with a yellow circle and the number "4".



Fill in any additional items requested then follow the directions to change your password.

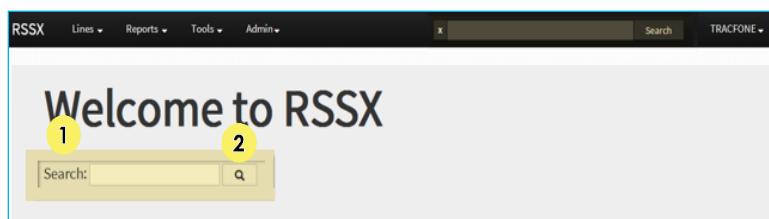
Home Screen

From the home screen, you can search for a line in two ways:

- ✓ Main search window
- ✓ Quick Search box in the upper right-hand corner.

To search a line using the main Search Field or Quick Search, follow the steps below.

- 1 Enter the one of the following information in the Search Field.
 - MDN
 - MIN
 - SIM or Device ID
- 2 Select Search icon or Search.



Note

To return to the home screen, select RSSX logo in the upper left-hand corner of the screen.

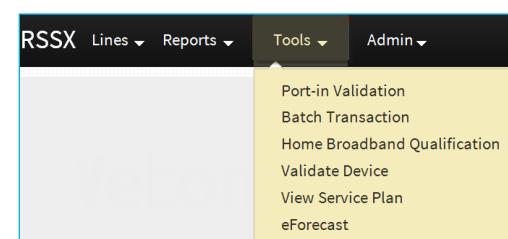
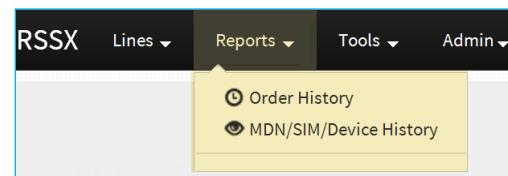
You will also have the capability to change language from the home screen. Next to the Quick Search bar, click on the drop-down then select your desired language.



Navigation Bar

Allows you to search by Lines, Reports, or Tools depending upon the task required. Steps to access and use will be covered in later sections.

- **Lines:** Displays the mobile numbers viewed in the current session.
- **Reports:** Displays two types:
 - Order History - Displays history for pending and closed transactions.
 - MDN/SIM/Device History - Similar to Line History, displays history of the MDN, SIM or Device
- **Tools:** Can view the following tools.
 - Port-in Validation - Verifies that the phone number to port is valid
 - Home Broadband Qualification - Allows you to see if there is service in the area
 - Validate Device - Confirms if the phone is a Verizon certified phone

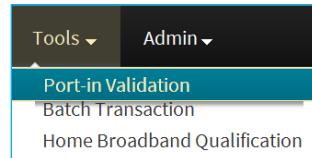


Ports

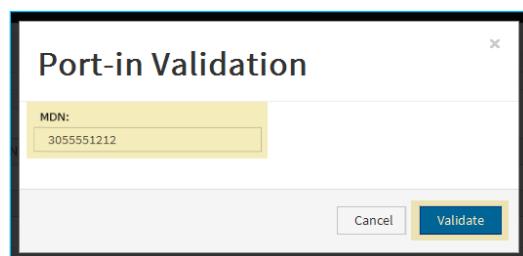
When completing a port, you will need to first validate the ported phone number is active on the Verizon network. Once completed, then you can proceed with the port process as shown below.

To validate Port Ins via RSSX, follow the steps below.

- 1 From the home screen navigation bar, go to Tools and select Port-in Validation from the drop-down list.



- 2 Enter the phone number then select Validate.



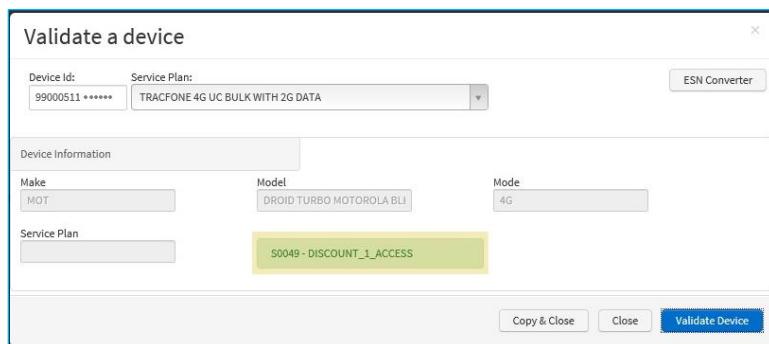
A confirmation or error message will display if the phone number entered is portable.

If the phone number is:	Then you will see the below message:
Portable	"MDN 305XXXXXXX is Portable"
Not Portable	"Unable to Validate MDN: 305XXXXXXX"

Verizon Discount_1 Customers

If a Verizon customer calls to port a number and you receive an error “S0049 – Discount_1_ACCESS” upon checking the number in RSSX billing system, DO NOT process the port in request.

This error implies that the customer has a current contract with Verizon. This is one of the restrictions placed by the previous service provider which prevents the customer from porting their number.



Instead, paste the below script in the ticket:

“We apologize for the inconvenience but the handset you are attempting to port over does not meet the necessary minimum requirements”.

For Universal Agents:

Please read to the customer the notes in the Port In ticket. Advise the customer that we can port the number from a different handset.

Activate Port Ins

Once you've confirmed that the phone number is portable, follow the steps below to complete the port-in activation.

- From the home screen, enter the [MEID, ESN, or Device ID](#) then select [Search](#).

Plans and Features		
Current Service Plan Prepay - TFREVBULKTIER_NONEXP - TRACFONE REVENUE BULK TIER NON EXPIRING		
Required	Included	Optional
<input checked="" type="checkbox"/> CDMA/DIGITAL	<input checked="" type="checkbox"/> 3 WAY CALLING	No optional features for plan
<input checked="" type="checkbox"/> Pre-Paid Premium Messaging Block	<input checked="" type="checkbox"/> CALL FORWARDING	
<input checked="" type="checkbox"/> SUU_SP TRACFONE NON EXP	<input checked="" type="checkbox"/> CALL WAITING	
<input checked="" type="checkbox"/> VZW BREW Block	<input checked="" type="checkbox"/> Call Forward Busy	
	<input checked="" type="checkbox"/> Call Forward No Answer	
	<input checked="" type="checkbox"/> Caller ID	



Note

When porting to a 4G device, enter the SIM number.

- Select the designated [Plan and Features](#).

4G - TF_4G_500MB_PP - TF 4G 500MB POOL NONEXP PREPAID
4G - TF_4G_HD_100MB_WUCWG - TF 4G HD VOICE 100MB WUC Wholesale Gateway
4G - TF_4G_HD_100_WUCWGIP - TF 4G HD VOICE 100MB WUC Wholesale Gateway_iPhone
4G - TF_4G_HD_3500MBWUCWG - TF 4G HD VOICE 3500MB WUC Wholesale Gateway
4G - TF_4G_HD_3500WUCWGIP - TF 4G HD VOICE 3500MB WUC Wholesale Gateway iPhone
4G - TF_4G_HD_500MB_WUCWG - TF 4G HD VOICE 500MB WUC Wholesale Gateway
4G - TF_4G_HD_500_WUCWGIP - TF 4G HD VOICE 500MB WUC Wholesale Gateway iPhone

! When using any of the Wholesale Gateway rate plans in RSSX, make sure to always remove 4G APN Internet Connection and 4G IP Pool under "Included" column then add MPN Dynamic 1P TF to the account before submitting the port.

New Service Plan 4G - TF_4G_250DATA_UC_VIG - TRACFONE 4G UC BULK WITH 2G DATA AND MPN WHOLESALE GATEWAY		
Required	Included	Optional
<input checked="" type="checkbox"/> 3G DATA PROVISIONING ONLY FOR 4G PLANS	<input checked="" type="checkbox"/> 3 WAY CALLING	<input type="checkbox"/> 4G DATA BLOCK
<input checked="" type="checkbox"/> 4G HMMs APN	<input checked="" type="checkbox"/> 4G APN INTERNET CONNECTION	<input type="checkbox"/> 4G PACKETFLOW 1.5 MBPS
<input checked="" type="checkbox"/> ALL ROAMING BLOCK	<input checked="" type="checkbox"/> 4G IP POOL	<input type="checkbox"/> 4G PACKETFLOW 128 KBPS
<input checked="" type="checkbox"/> CDMA/DIGITAL	<input checked="" type="checkbox"/> 4G PACKETFLOW 5Mbps	<input type="checkbox"/> 4G PACKETFLOW 256 KBPS
<input checked="" type="checkbox"/> NO RTR	<input checked="" type="checkbox"/> BASIC VOICE MAIL	<input type="checkbox"/> 4G PACKETFLOW 256_128 KBPS
<input checked="" type="checkbox"/> Premium Messaging Block	<input checked="" type="checkbox"/> CALL FORWARDING	<input type="checkbox"/> 4G PACKETFLOW 3 MBPS
<input checked="" type="checkbox"/> R00 Data Tier -VZW Only	<input checked="" type="checkbox"/> CALL WAITING	<input type="checkbox"/> 4G PACKETFLOW 64 KBPS
<input checked="" type="checkbox"/> TRACFONE 4G 3500MB DATA POOL	<input checked="" type="checkbox"/> Call Forward Busy	<input type="checkbox"/> 4G PACKETFLOW 64_128 KBPS
<input checked="" type="checkbox"/> TRACFONE 4G USAGE CONTROL INV	<input checked="" type="checkbox"/> Call Forward No Answer	<input checked="" type="checkbox"/> MPN Dynamic 1P
<input checked="" type="checkbox"/> VZW BREW Block	<input checked="" type="checkbox"/> Caller ID	<input type="checkbox"/> PACKETFLOW 256_128
	<input checked="" type="checkbox"/> MESSAGE WAITING INDICATOR	<input type="checkbox"/> Packet Flow 64_128
	<input checked="" type="checkbox"/> MHS FOR TRACFONE 4G PLANS	<input type="checkbox"/> Packet Flow Opt 128 KB
	<input checked="" type="checkbox"/> SMS FOR TRACFONE 4G PLANS	<input type="checkbox"/> Packet Flow Opt 256KB
		<input type="checkbox"/> Packet Flow Opt 64 KB
		<input type="checkbox"/> TEXT MESSAGING BLOCKED
		<input type="checkbox"/> TRACFONE ISL VOICE REDIRECT FOR RE-ENROLLMENT
		<input type="checkbox"/> TRACFONE VOICE REDIRECT FOR FRAUD
		<input type="checkbox"/> TRACFONE VOICE REDIRECT FOR MARKET TURNDOWN

Federal Universal Service Fund (FUSF): You are required to populate this field by selecting the box for Exempt or leaving it blank for Non-Exempt.

- 3 From the MDN Assignment section, select Port-in then the MIN, OSP Account and any other applicable customer information in the fields provided.
- 4 Select Submit.

The form is titled "MDN Assignment". It has tabs for "By Zip", "By NPANXX", and "Port-in" (which is highlighted with a yellow circle). The "Port-in" tab contains fields for MDN (3057156588), OSP Acct (2588964846556), SSN / Tax ID (1111), Business Name, First Name (Test), MI (MI), Last Name (Test), Address 1 (9700 NW 112th ave), Address 2, City (Miami), State (FL), Zip / Postal Code (33178), Phone User Name (test test), Authorized Signer (test test), Authorization Status (Y), and Authorization Status (Y). Buttons at the bottom include "Cancel Order" and "Submit Order" (highlighted with a yellow circle).

- 5 You will see the Order Confirmation number. Click on the confirmation number to view the current status.

Your order has been submitted.

Order Confirmation Number **RSS25304975-1**

Click on the reference number to view the current status.

Confirming Status of a Port

- 1 Check port status is confirmed in Crossroads/Syniverse.

The table has columns: Row ID, Select, ICP Port Status, ICP Message Status, Request Number, Req Ver ID, Req Sub, Request Date/Time Sent, First Ported TN(s), Resp Ver ID, Resp Type, Response Date/Time Sent, New Local SP ID, New Remote SP ID, Old Remote SP ID, and Port Due Date/Time. The first row shows "Confirmed" status with Request Number 0000019056535747, and the second row shows "Processed" status with Request Number 0000019056535747. Both rows have Resp Type C (Confirmed) and Port Due Date/Time 03/05/2019 23:03.



Note

If you see multiple DDT's in Crossroads, make sure to document the correct DDT in the ticket. The correct one is found in line with the Response Type: C (Confirmed). You can find the DDT under the Port Due Date/Time. In the example above, the correct DDT is 4/5/2017, 13:00PM EST.

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- 2** Check the subscription in RSSx if it's Active with the correct Device ID, MIN (MSID), and Rate plan.

Required	Included	Optional
<input checked="" type="checkbox"/> CDMA/DIGITAL	<input checked="" type="checkbox"/> 3WAY CALLING	<input checked="" type="checkbox"/> MPN DynamicIP TF
<input checked="" type="checkbox"/> Premium Messaging Block	<input checked="" type="checkbox"/> BASIC VOICE MAIL	
<input checked="" type="checkbox"/> SMS FOR REVENUE BULK TIER PLANS	<input checked="" type="checkbox"/> CALL FORWARDING	
<input checked="" type="checkbox"/> Skype Block	<input checked="" type="checkbox"/> CALL WAITING	
<input checked="" type="checkbox"/> VZW/BREW Block	<input checked="" type="checkbox"/> Call Forward Busy	
	<input checked="" type="checkbox"/> Call Forward No Answer	
	<input checked="" type="checkbox"/> CallerID	

- 3** PEARS will now show Verizon as the Current Service Provider.

Phone Number(s):	Portability by Phone:	Valid Formats:								
7313775609	Enter 10-digit numbers (separate numbers with commas, semi-colons, enter, or tabs) to check if the numbers can be ported into an AT&T service area.	(999) 999-9999, 999 999-9999, 999-999-9999, 999 999 9999, 9999999999, 999/999-9999								
<input type="button" value="Check Port Eligibility/Reference Data"/> <input type="button" value="Clear"/>										
Portability Results Click column headings to re-sort the results. View Details										
Phone Number	Portable	Current Service Provider	Current Service Provider Title	Current LSN	LRN Required	GSM Available	Market Type	Market Code	Sub Market Code	Rate Center/Service Area
731-377-5609	Yes	VERIZON WIRELESS-TSI	WIRELESS	N/A	Yes	Yes	TLG	TNK	051	007245003107

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow step by step guide on how to complete the port and activate the MIN in TAS.

- 1** Add notes in TAS that the port is already completed and active in the billing system.

Case Notes Activity Log Site / Contact Status Change Shipping Address Case Detail Part Request Promotions Port In / Out

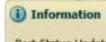
Action Type: Line Management

Notes:
MIN IS NOW ACTIVE IN RSS
MSID AND CID UPDATED
PORT WILL BE COMPLETED AS PORT SUCCESSFUL!

- 2** Go to Case Details Tab, update the following fields below and SAVE.
- MSIN/New MSID
 - Assigned Carrier
 - Assigned Carrier ID
 - Rate Plan
 - Number Customer Calling From

Ticket Details		Save & Continue	
Ticket Detail Name	Req.	Ticket Detail Value	Help
RATE_PLAN			HELP_LINK
NUMBER_CUSTOMER_CALLING_FROM			HELP_LINK
ACTIVATION_DATE		05/15/2017	HELP_LINK
OTHER_CARRIER_NAME			HELP_LINK
SIM_STATUS		SIM NEW	HELP_LINK
UNITS_TO_TRANSFER		0	HELP_LINK
NEW_SERVICE_PROVIDER	*		HELP_LINK
SIM_ID		8901260645149847590	HELP_LINK
ACTIVATION_ZIP_CODE		91306	HELP_LINK
PHONE_STATUS		USED	HELP_LINK
LINE_STATUS		ACTIVE	HELP_LINK
REPL_SIM_ID			HELP_LINK

- 3** Update the Port in Tab to Port Successfully.

Console Incoming Call Support Admin		
<p>Id Number 1088135724 ESN 268435462603082577 MIN Carrier Id Carrier Name Case Type Port In Title ST Auto Internal Creation Time 3/20/14 2:08 PM</p>	<p>Activation Zip ICCID MSID Model STHUHB66CPWP Phone Model ST HUAWEI H866C CDMA HANDSET Retailer WAL-MART STORES, INC. Priority Low Condition Open</p>	<p>WipBin default First Name Lori Last Name Miller Queue  work Port Status Updated b1janoy <input type="button" value="OK"/></p>
<p>Case Notes Add Notes Activity Log Site / Contact Status Change Shipping Address Case Detail Part Request</p> <p>Current Port Status Port Successful Line Status RESERVED USED Phone Status PASTDUE Zip Code New Port Status Port Successful <input type="button" value="Update Port Status"/></p>		

- 4** Go to Complete Ports flow. Enter the ticket number and select the Complete Port button.

Ticket Console Incoming Call Support Admin		
<p>Id Number 1148407488 ESN 2684354639130308303 MIN T9102802190491222 Carrier Id 122794 Carrier Name VERIZON_PP Ticket Type Port In Title ST External Creation Time 9/25/16 1:08 PM Activation Zip 28353</p>	<p>ICCID MSID 79102802190491222 Model STHUHB66CPWP Phone Model ST HUAWEI H866C CDMA HOME Retailer WAL-MART STORES, INC. Priority Low Condition Open-Dispatch WipBin default</p>	<p>Last Name noLastName Queue Cebu Port Agents Status Pending Due Date Owner cebilabencina Issue Port In Org ID STRAIGHT_TALK</p>
<p>Cancel Accept Return to Sender Forward Solutions</p>		
<p>Ticket Notes Add Notes Activity Log Status Change Shipping Address Ticket Detail Part Request Promotions Part In / Out Complete Port</p>		
<p>Complete Port Ticket Number 1148407488 <input type="button" value="Complete Port"/> <input type="button" value="Cancel Port"/></p>		



Note

Make sure you choose the correct brand when completing the port.

- 5** Confirmation messages will pop-up with instructions to provide customer the activation steps.

When an error is received when attempting to complete a port, use a Workforce PIN to complete the activation. Follow the steps below.

- 1 Go to ESN Support, select Workforce PIN.
- 2 Select the correct replacement plan, similar to the customer's plan that is placed to reserve.
- 3 Select AWOP Failure for the reason.
- 4 Fill in all important fields with complete notes.
- 5 Select Get PIN.

DO NOT use the customer's reserved PIN to complete the port.

The screenshot shows the 'Workforce Pins' interface. Step 1 highlights the selection of SpObjid 240. Step 2 highlights the 'Reason' dropdown set to 'AWOP Failure'. Step 3 highlights the 'Invalidate Card#' input field. Step 4 highlights the 'Current ESN' input field containing '260955179960415'. Step 5 highlights the 'Get Pin' button at the bottom.

How to Cancel a Port for Verizon

- 1 Go to Reports>Order History.

The screenshot shows the RSSX interface with a dropdown menu open over the 'Reports' button. The 'Order History' option is highlighted with a yellow circle.

- 2 Enter the ported MDN under the MDN field and select Submit. Locate the Pending Order and select the MDN.

The screenshot shows the RSSX 'Order History' search results page. It displays a table of orders with columns including Company, Reference#, MDN, SIM, Device Id, Account, Order Date, Order Type, Order Status, Network Status, Order State, and Message. Two rows are visible, both marked as PENDING. The MDN column for the first row contains '8649367119_1664535550_T_00_0_2286546884_160925164545088'.

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3 Select Cancel Port In.

Your order has been submitted.



Order Confirmation Number: RSS25088791-1

Click on the reference number to view the current status.

4 Check the status in Crossroads.



Note

If the customer is requesting for a new number, follow the cancel a port flow in TAS after cancelling the request in the carrier side and process AWOP or Activation for the new MIN.

How to Modify a Port for Resolution Required

1 Select the first request number.

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- 2 Select Response Data to view the required information.

Query Parameters: Port Record Type: Port In Request, Ported TN: 60061627456517400, Request Number: 60061627456517400, Owner SPID: 60061627456517400

Service Providers:

- New LocalRetailer: ZZZZ - TRACFONE
- New Network: 6006 - Verizon Wireless 600
- Old Local: 392A
- Old Network: 392A - Metro PCS Comm. 392

Port Request:

- Request ID: 60061627456517400
- Version ID: 01
- SUP: 3
- Date/Time Sent: 10/01/2016 10:06
- WCIS Rel. No: 5.0.0
- Group No: W1475252419439
- Cord. Hot Cut: Auto-activate

Port Direction:

- Desired Due DTT: 10/01/2016 13:06
- LRN: 570-309-9413
- Port to Original: N
- Request Create: RSS-ETNI Bridge
- New SP Contact: Portability
- Contact TN: 800-346-8895
- User ID: B000364
- Use Medium Timers

Port Response:

- Response ID: 392A01627456517400
- Version ID: 01
- Date/Time Sent: 10/01/2016 10:06
- WCIS Rel. No: 5.0.0
- Due Date/Time: 10/01/2016 13:06
- Group No: 392A01627456517400
- Coord. Hot Cut
- Response Type: Resolution Required
- Old SP Contact: MetroPCS
- Contact TN: 800-516-7518
- User ID: B000364
- Use Medium Timers

Response Data

Choose Response Data: Response Ported TN

View All TN Line(s)

Choose Reason Code - Detail...

Select	TN	Reason Code	Reason Detail
	570-309-9413	BC	Password/PIN required or incorrect

Remarks: Account BC

Port Type: Port In Request Total Retrieved: 3 Record Displayed: 3 of 3

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- 3 Go to Reports tab in RSSX, select Order History.

RSSX Lines Reports Tools Admin

Order History

Port In History

Port Out History

MDN/SIM/Device History

Prepay Adjustments History

Welcome RSSX

Search:

- 4 Select the MDN with the pending order.

Order History

Search Criteria

From Date: 01/01/2017	MDN: 4848241771	Order Status:	Reference#:	IMSI:
To Date: 01/12/2017	Account:	Company: TRACFONE	Device Id:	Network Status:

Search Results

10 records per page

Company	Reference#	MDN	SIM	Device Id	Account	Order Date	Order Type	Order Status	Network Status	Order State
TRACFONE	TF_4848241771_876966127_00_0_2382095062_17011111	4848241771	9148000002885382231	3548750708075471161		01/11/2017	Activation	PENDING		PORT_IN_REQUEST
TRACFONE	TF_4848241771_876966127_T_4848241771_00_0_2382095062_17011114			1161		01/11/2017	Port-In Validation	COMPLETE		ORDER

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- 5 Select Modify Port In.

- 6 Enter the new information provided by the customer then select Save Changes.

- 7 The reference number will display.

- 8 Then Query the MDN again in crossroads and advise the customer of the new status. Contact the OSP and conference the customer when necessary if the status remains resolution required after modification.



Note

Modification for Wireline to Wireless ports should always be done in Crossroads and not in RSSX. Modify the required information and make sure to move the DDT to 72 hours from the modification date. If an error is encountered while modifying a port in RSSX for Wireless to Wireless port, modify it in Crossroads and move the DDT to 3 hours from the modification date.

How to Modify in Crossroads

- Open the request number of the latest Resolution Required response.

The screenshot shows a table of port requests. The first row is highlighted in yellow, indicating it is selected. The 'Status' column for this row shows 'Resolution Required'. Other columns include Row ID, ICP Port Status, ICP Message Status, Request Number, Req Ver ID, Req SUP, Request Date/Time Sent, First Ported TN(s), Resp Ver ID, Resp Type, and Response Date/Time Sent.

- Always check the Port Direction (Wireline to Wireless or Wireless to Wireless).

The screenshot shows the 'Port Request/Response' screen. It displays service provider information (New Local Reseller: ZZZZ - TRACFONE, New Network: 6006 - Verizon Wireless:600, Old Local: , Old Network: 6004 - Sprint PCS/2) and port request details (Request No.: 6006019066808799, Version ID: 00, SUP: , Date/Time Sent: 03/07/2019 16:20, WICIS Rel. No.: 5.0.0, Group No.: W1551993814617, Coord. Hot Cut: , Auto-activate:). On the right, it shows the Port Direction (A-Wireless to Wireless), Desired Due D/T (03/07/2019 19:20), LRN (772-359-9992), Port to Original (N), Request Creator (RSS-ETNI Bridge), New SP Contact (Portability), Contact TN (800-348-6895), User ID (), and Use Medium Timers ().

- Select Action tab then select Modify.

The screenshot shows the 'Port Request/Response' screen with the 'Action' tab selected. The 'Modify' option is highlighted. The service provider and port request details are identical to the previous screenshot, including the port direction and other parameters.

- 4** Modify the required information, add Remarks then move the DDT to 72 hours (3 days) from the current date and time.

Line Maintenance

This section will cover Line maintenance functions such as how to change the Line Status to any of the following:

- ✓ Hotline
- ✓ Suspend
- ✓ Reconnect
- ✓ Deactivate

The options to change the Line Status will depend on upon the current status.

If the current status is:

Active
Hotline
Suspend
Deactivate

Then you can change the New Status to:

Hotline, Suspend, or Deactivate
Restore or Deactivate
Restore
Reconnect

How to Hotline an Account

When you hotline an account, it will auto transfer any calls made from the phone to a specified number. From the home screen, perform a line search and follow the steps below.

- 1** On the Line Overview screen, select the **Edit** icon (notepad and pen) in the **Line Status** field.

- 2** From the New Status drop-down list, select **HOTLINE**.
3 Enter the Hotline Number then from the Hotline Type drop-down list, select Regular.
4 Select Submit.

- 6 An order confirmation number will appear. Click on the confirmation number to view the current status.

Your order has been submitted.



Order Confirmation Number: RSS25088791-1

Click on the reference number to view the current status.

Suspend a Line

To suspend a line, perform a line search from the home screen and follow the steps below.

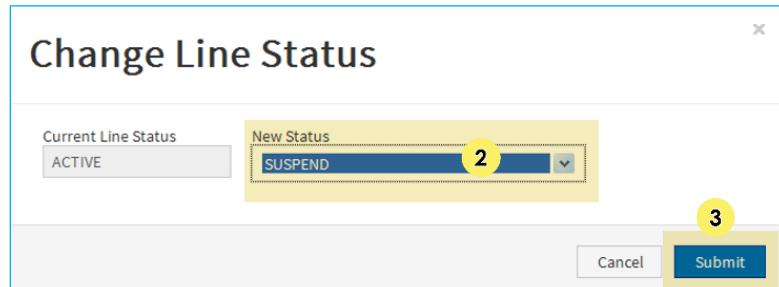
- 1 On the Line Overview screen, select the [Edit](#) icon (notepad and pen) in the [Line Status](#) field.
- 2 From the [New Status](#) dropdown list, select [SUSPEND](#).
- 3 Select [Submit](#) and an order confirmation number will appear.

Change Line Status

Current Line Status: ACTIVE

New Status: SUSPEND 2

Cancel 3 Submit



Deactivate a Line

Complete a line search and follow the steps below to deactivate a customer's service.

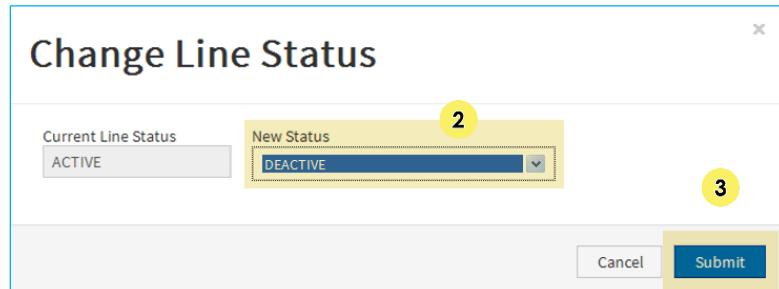
- 1 Select the [Edit](#) icon in the [Line Status](#) field.
- 2 From the [New Status](#) dropdown list, select [Deactivate](#).
- 3 Select [Submit](#) and an order confirmation number will appear.

Change Line Status

Current Line Status: ACTIVE

New Status: DEACTIVE 2

Cancel 3 Submit



Reconnect a Line

Complete a line search and Follow the steps below for when you will need to restore or reconnect service to a specific account.

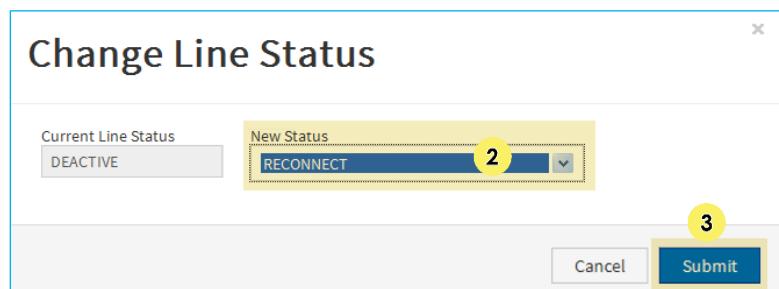
- 1 Select the [Edit](#) icon in the [Line Status](#) field.
- 2 From the [New Status](#) dropdown list, select [Reconnect](#).
- 3 Select [Submit](#) and an order confirmation number will appear.

Change Line Status

Current Line Status: DEACTIVE

New Status: RECONNECT 2

Cancel 3 Submit



Change Device ID

The RSSX portal allows you to change the Device ID from the Device/SIM information category, when applicable. Complete a line search then follow the steps below.

- Select Edit icon in the Device ID field.

Device Id
A0000008326588

- Enter the new Device ID then select Submit.

Change Device Id

Current Device Id
A0000008326588

New Device Id

Cancel Submit



Note

An error message will appear if the new Device ID entered is invalid.

Your order could not be completed.
Error message: Device_Id is not valid for activation



[Return](#)

Change Service Plans & Features

Complete a line search and follow the steps below to change a Service Plan and/or Feature(s).

- The New Service Plan section will appear. From the drop-down list, select the appropriate plan.

New Service Plan
4G-TF_HD_UB_CBIPH_1MB4 - TRACFONE HD UNIT BASED PRICING TABLE 1M BUNDLE 4 POOLED IPHONE COMBO PLAN

Included

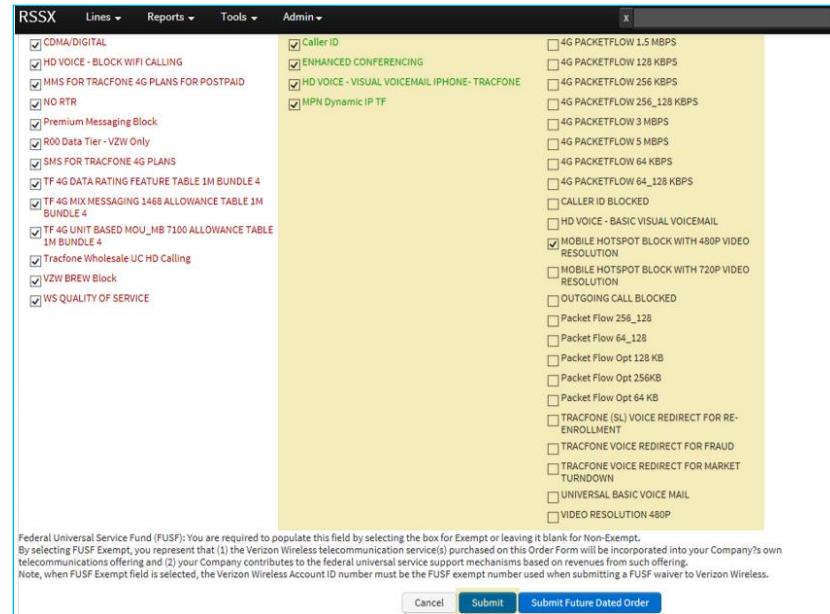
Required

Optional

- 3G DATA PROVISIONING ONLY FOR 4G PLANS
- 4G HIGH DEFINITION VOICE
- 4G MMS APN
- ALL ROAMING BLOCK
- COMA/DIGITAL
- HD VOICE - BLOCK WiFi CALLING
- MMS FOR TRACFONE 4G PLANS FOR POSTPAID
- NO RTR
- Premium Messaging Block
- R00 Data Tier - VZW Only
- SMS FOR TRACFONE 4G PLANS
- TF 4G DATA RATING FEATURE TABLE 1M BUNDLE 4
- TF 4G MIX MESSAGING 1448 ALLOWANCE TABLE 1M BUNDLE 4
- TF 4G UNIT BASED MOU_MB 7100 ALLOWANCE TABLE 1M BUNDLE 4
- Tracfone Wholesale UC HD Calling
- VZW BREW Block
- WS QUALITY OF SERVICE
- CALL FORWARDING
- CALL WAITING
- Call Forward Busy
- Call Forward No Answer
- Caller ID
- ENHANCED CONFERENCING
- HD VOICE - VISUAL VOICEMAIL IPHONE- TRACFONE
- MPN Dynamic IP TF
- 4G APN INTERNET CONNECTION
- 4G DATA BLOCK
- 4G IP POOL
- 4G MOBILE HOTSPOT - IPHONE
- 4G PACKETFLOW 1.5 MBPS
- 4G PACKETFLOW 128 KBPS
- 4G PACKETFLOW 256 KBPS
- 4G PACKETFLOW 256_128 KBPS
- 4G PACKETFLOW 3 MBPS
- 4G PACKETFLOW 5 MBPS
- 4G PACKETFLOW 64 KBPS
- 4G PACKETFLOW 64_128 KBPS
- CALLER ID BLOCKED
- HD VOICE - BASIC VISUAL VOICEMAIL
- MOBILE HOTSPOT BLOCK WITH 480P VIDEO RESOLUTION
- MOBILE HOTSPOT BLOCK WITH 720P VIDEO RESOLUTION
- OUTGOING CALL BLOCKED
- Packet Flow 256_128

- 2 Select or remove features under the Included and Optional categories by placing a checkmark  next each box accordingly.

- 3 Select Submit.



Federal Universal Service Fund (FUSF): You are required to populate this field by selecting the box for Exempt or leaving it blank for Non-Exempt. By selecting FUSF Exempt, you represent that (1) the Verizon Wireless telecommunication service(s) purchased on this Order Form will be incorporated into your Company's own telecommunications offering and (2) your Company contributes to the federal universal service support mechanisms based on revenues from such offering. Note, when FUSF Exempt field is selected, the Verizon Wireless Account ID number must be the FUSF exempt number used when submitting a FUSF waiver to Verizon Wireless.

Prepay Customer Info

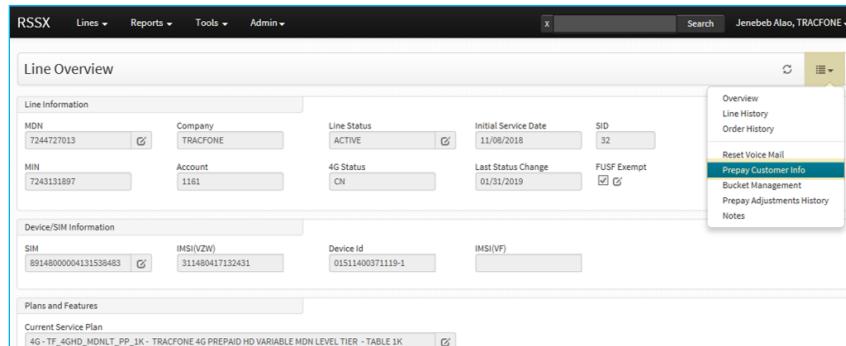
There are also additional line maintenance options for our prepaid customers:

- Change Prepay Options
- Update Primary Balance

Change prepay Options

Complete a line search and follow the steps below to change the prepay options.

- 1 From the Line Overview screen, select the menu icon on the right-hand side.
- 2 Select Prepay Customer Info.



- 3 In the Prepay Options section, select the Edit icon to change any of the following options:
 - Alert Language from English to Spanish
 - Account Password
 - SMS Notification to OFF or ON
 - Pre-call Announcements to OFF or ON
- 4 Select Submit.

Bucket Management Tool

When performing any troubleshooting and you need to issue replacement units (Minutes/Days), you must do so using the Replacement/Redemption Failure option in TAS only.



Note

Do not add buckets for the same redemption more than once.

DO NOT go into the carrier billing system to update the buckets at any time, no exceptions. When finished, advise the customer to power cycle and/or dial *22890 from the phone, check if the issue is resolved. If not, ask the customer to wait one hour then try again.

If the customer calls back and issue still persists, transfer the call to the VAS Team. Make sure to check the buckets before transferring. Please refer to the transfer guidelines in Agent Support for the appropriate extension(s).

VAS Team:

- 1 Confirm if the customer power cycled and/or dialed *22890 from the phone, and waited at least an hour before checking if the issue is resolved. If not, ask the customer to do so. Otherwise continue
- 2 Follow your current troubleshooting steps using TAS>Solutions and/or Agent Support>CRT Troubleshooting guide, accordingly.
- 3 If the replacement units issued did not update the appropriate buckets, you may update the buckets in the carrier billing system(s) directly.



Note

DO NOT add buckets for the same redemption more than once.

- 4 Have the customer power cycle and/or dial *22890 then check again.



NEVER issue more replacement units than the designated Airtime card denotes.

Line History

This section will cover the following functions:

- View Line History
- View Order History
- View Order History Search
- View MDN/SIM and Device History

View Line History

Line History enables you to view all of the historical transactions for a specific line.

- 1 From the Line Overview screen, select the Line Overview icon on the right-hand side.

The screenshot shows the 'Line Overview' screen in the TRACFONE software. The main area displays various line details: MDN (7244727013), Company (TRACFONE), Line Status (ACTIVE), Initial Service Date (11/08/2018), SID (32), MIN (7243131897), Account (1161), 4G Status (CN), Last Status Change (01/31/2019), and FUSF Exempt (checked). Below this is the 'Device/SIM Information' section with SIM (89148000004131538483), IMSI(VZW) (311480417132431), Device Id (01511400371119-1), and IMSI(VF) (empty). On the right, a context menu is open with options: Overview, Line History (which is selected and highlighted in blue), Order History, Reset Voice Mail, Prepay Customer Info, Bucket Management, Prepay Adjustments History, and Notes.

- From the drop-down list, select Line History.

The screenshot shows the RSSX application interface. At the top, there's a navigation bar with tabs for RSSX, Lines, Reports, Tools, and Admin. Below the navigation bar is a search bar with the text "Jeneb Alao, TRACFONE". The main area is titled "Line Overview". It contains several sections: "Line Information" (MDN: 7244727013, Company: TRACFONE, Line Status: ACTIVE, Initial Service Date: 11/08/2018, SID: 32), "Device/SIM Information" (SIM: 89148000004131538483, Account: 1161, 4G Status: CN, Last Status Change: 01/31/2018, FUD Exempt: checked), and "Line History". The "Line History" section displays a table of transaction history:

Date/Time	MDN	MIN	SIM	IMSI-VZW	IMSI-VF	Device Id	Transaction Type	User Id	Orig Data	New Data	Company	Api Ref No
01/31/2019 09:34:49	7244727013	7243131897	89148000004131538483	311480417132431		01511400371191	PROMO			DISCOUNT_5_ACCESS	TRACFONE	TF_7244727013_6451_528453_19013103344_6352_19
01/31/2019 09:34:49	7244727013	7243131897	89148000004131538483	311480417132431		01511400371191	PLAN_CHG		TF_5L_HOBULK_BRPP_U1_TF_4GHD_MDNLT_PP_1K	TRACFONE		TF_7244727013_6451_528453_19013103344_6352_19

View Order History

The Order History view allows you to see the history of all orders submitted for a specific line. Follow the steps below to see Order History.

- From the Line Overview screen, select the Line Overview icon on the right-hand side.

- Select Line History.

The screenshot shows the RSSX application interface. The "Line Overview" screen is displayed. On the right side, there is a vertical menu with several options: Overview, Line History, Voice Mail Web, Prepay Customer Info, Bucket Management, Auto-Replenishment, Notes, and Call/Data Detail. The "Order History" option is highlighted with a red box. Below the menu, the "Line Overview" screen shows the same sections as the previous screenshot: Line Information, Device/SIM Information, and Line History. The "Line History" section is also present, showing the same transaction history table as the first screenshot.

Order History Search

Order History Search allows you to search using specified criteria.

- From the navigation bar, select Reports then select Order History from the drop-down list.

The screenshot shows the RSSX application interface. The navigation bar at the top includes tabs for RSSX, Lines, Reports, Tools, and Admin. The "Reports" tab is currently selected. A dropdown menu is open under the "Reports" tab, showing four options: Order History, Port In History, Port Out History, and MDN/SIM/Device History. The "Order History" option is highlighted with a red box. Below the dropdown menu, the "Line Overview" screen is visible, showing the Line Information, Device/SIM Information, and Line History sections. The "Line History" section displays the same transaction history table as the previous screenshots.

- 2** Enter one or more of the following search criteria:

- Date Range
- Device ID
- Order Status
- MDN
- IMSI
- Reference Number
- Account
- 4G Status
- Batch Number

- 3** Select Submit.

View MDN/SIM and Device History

This feature allows you to view the transaction history for a specific MDN, SIM and Device.

- 1** From the navigation bar, select Reports then select MDN/SIM/Device History from the drop-down list.

- 2** Enter one of the following search criteria:

- MDN
- Device ID
- 4G Status
- SIM IMSI

- 3** Select Submit.

Tools

This section includes additional functions that will assist you in handling any customer inquiries and/or issues, such as:

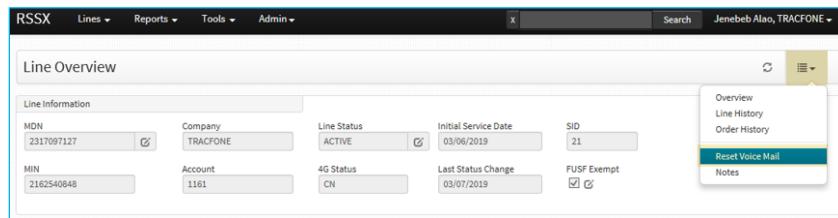
- Voicemail Reset
- Voicemail Password Reset
- Validate Devices
- View Service Plan

Voicemail Reset

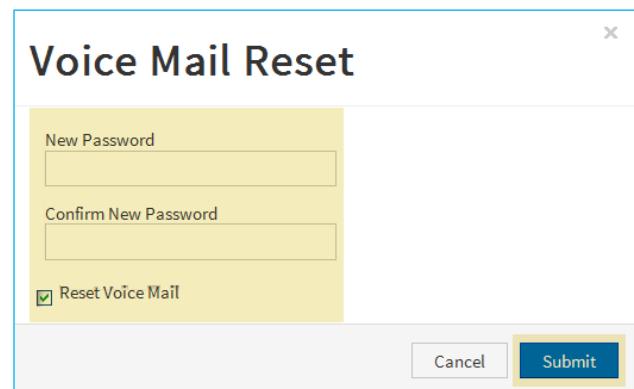
Follow the steps below to reset the customer's voicemail password.

- 1 Access the designated account using the search field on the RSSX main screen.

- 2 From the Line Overview screen, select the Line Overview Menu icon on the right-hand side and select Voice Mail Reset from the drop-down list.



- 3 Enter the new password and select Reset Voice Mail checkbox then select Submit.



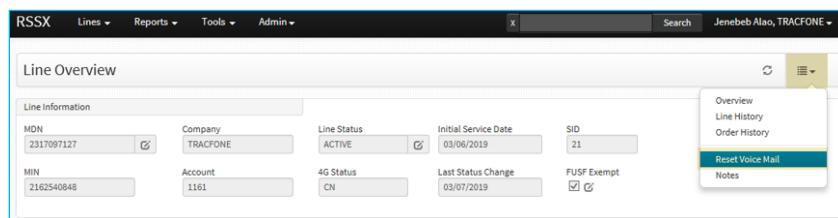
Voicemail Password Reset

This feature should only be used if the customer forgets his/her password.

Follow the steps below to reset the customer's voicemail password.

- 1 Access the designated account using the search field on the RSSX main screen.

- 2 From the Line Overview screen, select Line Overview Menu icon on the right-hand side and select Voice Mail Reset from the drop-down list.



- 3 Enter the new password and select Submit.

Remember: Use the last four numbers of the customer's phone number as default password. If the customer wishes to personalize the password then educate the customer that they have to use the last four numbers of their phone number as default password to access their voicemail and from there they can personalize their password by following the option though their handset.



Note

DO NOT put a check in the Reset Voice Mail checkbox if you are **only to reset the voicemail password.**

Voice Mail Reset

New Password

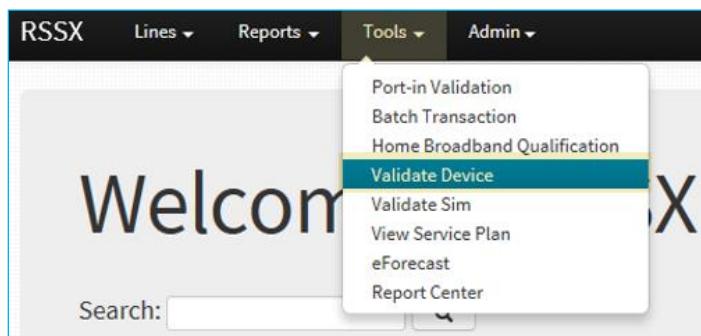
Confirm New Password

Reset Voice Mail

Validate Devices

This feature allows you to confirm if a phone is Verizon Wireless certified.

- 1 From the RSSX main screen, select Validate Device from the Tools dropdown list.
- 2 Enter the Device ID then select Validate Device.



Validate a device

Device Id:



Note

Use the ESN Converter button to convert the Device ID to Decimal or Hexadecimal, when applicable.

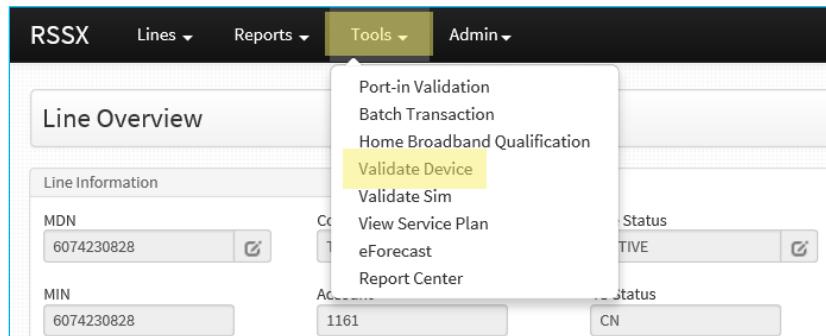
Validate a device

Device Id:

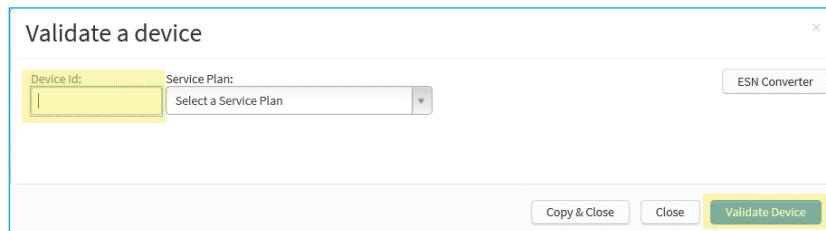
CDMA-less Device Validation

In order to check device eligibility for CDMA-less SOC, follow the steps below.

- Access RSSX and select Tools menu. Select Validate Device option.

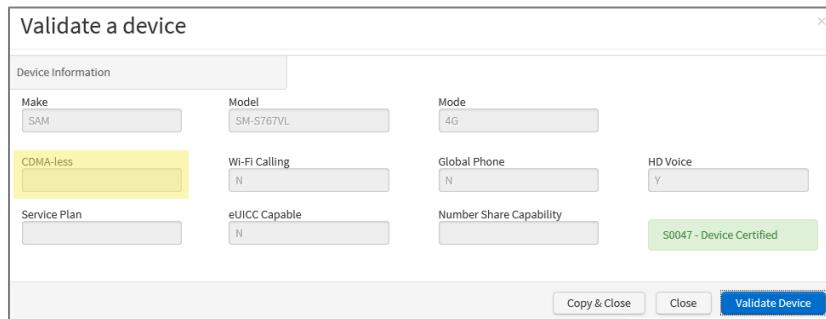


- Enter the Device Id then select Validate Device.



- If there is a "Y" in the CDMA-less field, then you should add the CDMA-less feature.

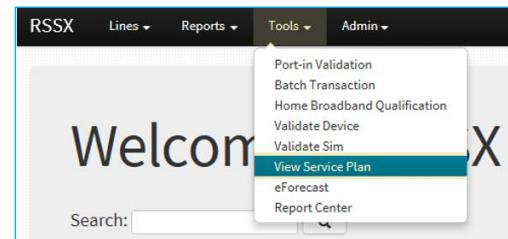
If the CDMA-less field is blank, then the CDMA-less SOC are not needed and you should continue with the troubleshooting steps.



View a Service Plan

This feature allows you to view the Service Plan features (Required, Included and Optional) for a specific Plan.

- From the RSSX main screen, select View Service Plan from the Tools drop-down list.



- 2 Under the Plans Details section, select the designated plan from the drop-down list.

Plan Details	
Plan	Please select a Service Plan Please select a Service Plan
Prepay - TFREVBULKTIER_C Prepay - TFREVBULKTIER_D Prepay - TFREVBULKTIERNONEXP Postpaid - TFREVBULKTRUC_IPHNMPN Postpaid - TFREVBULKTRUC_E_MP Postpaid - TFREVBULKTIERUC_FEAT Postpaid - TFREVBULKTIERUC_IPHN Postpaid - TFREVBULKTIERUC_E Postpaid - TFREVBULKTIERUC_1 Postpaid - TFREVBULKTIERUC_BYOP Postpaid - TFREVBULKTIERUC_HP Postpaid - TFREVBULKTRUC_BYOPMPN Postpaid - TFREVBULKTIER_ROAM Postpaid - TFDigital Postpaid - TFDIGITAL2	

- 3 You will see the Plan details displayed.

Features Detail			
Required			
Feature Description	Feature Code	Start Date	End Date
CDMA/DIGITAL	CDMA	10/01/2011	01/01/3000
PROVISIONING SMARTPHONES TO THE NAT	SMARTPHONEENATPROV	08/01/2013	01/01/3000
PrePaid Premium Messaging Block	PPMSBLOCK	10/01/2011	01/01/3000
SMS FOR REVENUE BULK TIER PLANS	SMSREVBULKTIER	10/01/2011	01/01/3000
SSE-SP TRAC11C9000	SSE-SP	10/01/2011	01/01/3000
Slype Block	SKYPEBLOCK	10/01/2011	01/01/3000
VZWBREW Block	BREWBLOCK	10/01/2011	01/01/3000
Included			
Feature Description	Feature Code	Start Date	End Date
3 WAY CALLING	3WAY	10/01/2011	01/01/3000
CALL FORWARDING	CFWD	10/01/2011	01/01/3000
CALL WAITING	CW	10/01/2011	01/01/3000
Call Forward Busy	CFB	10/01/2011	01/01/3000
Call Forward No Answer	CFN	10/01/2011	01/01/3000
Caller ID	CID	10/01/2011	01/01/3000
DATA IXRTT/EVDO - PLAN L	1SDATA_TRANS	04/08/2012	01/01/3000
INTERNATIONAL CDMA ROAM LIMITED BLOCK	INTLROAMB	10/01/2011	01/01/3000
MESSAGE WAITING INDICATOR	M30WAITIND	10/01/2011	01/01/3000
MMS FOR REVENUE BULK TIER PLANS	MMSREVBULKTIER	10/01/2011	01/01/3000
SurePay Voice Mail	VMSURE	10/01/2011	01/01/3000
Optional			
Feature Description	Feature Code	Start Date	End Date
1X EVDO Roaming	1XROAM	10/01/2011	01/01/3000
1XROAM TIER A	1XRTIERA	10/01/2011	01/01/3000
INTERNATIONAL DIALING/CALLING ALLOWED	INTLCALL	10/01/2011	01/01/3000
Packet Flow Opt 1024 KB	PACKETFLOW1024KB	10/21/2012	01/01/3000
Packet Flow Opt 128 KB	PACKETFLOW128KB	10/21/2012	01/01/3000
Packet Flow Opt 256KB	PACKETFLOW256KB	10/22/2012	01/01/3000
Packet Flow Opt 512 KB	PACKETFLOW512KB	08/31/2013	01/01/3000
Packet Flow Opt 64 KB	PACKETFLOW64KB	08/31/2013	01/01/3000
Packet Flow Opt 768 KB	PACKETFLOW768KB	08/31/2013	01/01/3000
Packet Flow Optimization	PACKETFLOWOPT	10/01/2011	01/01/3000
SMS - Surepay	SMS-SP	10/01/2011	01/01/3000

Port Admin Tool – Verizon

Port Admin Tool is a user interface that will assist you in processing a port to a Verizon carrier.



Note

This tool should only be used for processing a port to a Verizon carrier.

To access the Port Admin Tool in TAS, follow the steps below.

- 1 Go to Transactions tab and select Port Admin Tool.
- 2 Enter the T-Mobile Portability Ticket ID and select Find Ticket.

- 3 Review the ticket and make sure all the information was completed.



Note

- For **External Ports**, all fields are required. The web created tickets will not populate all the required fields. You will have to manually enter the missing information which will be saved under the Old Notes Field.
- For **Internal Ports**, the contact information is not required.

Validating Port Eligibility

This option is used to determine if the MIN being transferred is eligible to be ported.

- 1 To validate MIN, select Validate Port Eligibility.
- 2 Once the validation is complete, you will receive a confirmation message.

The screenshot shows the 'Port Admin' interface. At the top, a message says 'Message TracFone: transaction completed successfully MDN is portable'. Below it, there's a search bar for 'Enter Ticket Id' with the value '1171490580' and a 'Find Ticket' button. The 'Ticket type: Port In / Title: Auto External' section is selected. Under 'Customer Information', fields include 'Number being transferred' (7756711078), 'First Name' (1283384348), 'Last Name' (1283384348), 'Phone Number', 'Email' (feltna), and 'SSN' (****). Address fields are 'Address 1' (1283384348) and 'Address 2'. City is 'Miami', State is 'FL', and Zipcode is '33122'. Below this is the 'Current Service Provider' section with 'Current Carrier' (ATT), 'Account Number' (7756711078), 'Pin' (0377), 'Current Carrier Id', 'Current Esn', and 'Activation Zipcode' (89706). A green 'Validate Port Eligibility' button is visible on the right.

Save Ticket: allows you to save information without submitting the port.



Note

To search for a new ticket, you will need to scroll up and go back to the Port Admin page.

- 1 Enter the ticket number and select Find Ticket.
- 2 Please make sure to save the changes before clicking Find Ticket.

The screenshot shows the 'Port Admin' interface with the 'Assigned Carrier Information' section highlighted. It includes fields for 'Assigned Carrier' (T-MOBILE PREPAY PLATFORM), 'Assigned Carrier Id' (193260), 'Sim' (8901260822122062626), and 'Rate Plan'. At the bottom, there are buttons for 'Submit Port', 'Resubmit Port', 'Cancel Port', and 'Port Status', with 'Save Ticket' highlighted in red.

The Port Admin Tool allows you to communicate with Verizon. The following buttons are used to send action items.

Submit Port (EPIR or PIR): Used to submit port in request to Verizon. The Submit Port button validates the eligibility of the MIN before submitting. Therefore, there is no need to validate the number before submitting the port.

The screenshot shows the 'Port Admin' interface with a yellow box highlighting the action item buttons at the bottom: 'Submit Port', 'Resubmit Port', 'Cancel Port', 'Port Status', and 'Save Ticket'.

The message - **TracFone: Completed Successfully** will appear on top of your screen and the Old Notes field will be updated. This message means that the action was sent and received by Verizon but it does NOT mean that the Port was processed successfully.

The screenshot shows the 'Port Admin' interface. At the top, a message says 'Message Verizon Port Status: REQUESTED, -'. Below it, there's a search bar for 'Enter Ticket Id' with the value '1171490580' and a 'Find Ticket' button. The 'Ticket type: Port In / Title: Auto External' section is selected. Under 'Customer Information', fields include 'Number being transferred' (7756711078), 'First Name' (1283384348), 'Last Name' (1283384348), 'Phone Number', 'Email' (feltna), and 'SSN' (****). Address fields are 'Address 1' (1283384348) and 'Address 2'. City is 'Miami', State is 'FL', and Zipcode is '33122'.

The Port was processed successfully response will not be returned automatically, you will have to check the port status to see if the port is complete.

Verizon tracks its request by MIN. If the MIN needs to be changed after a port has been submitted, you will need to:

- 1 Select the Cancel Port tab.
- 2 Change the MIN and select Submit Port.
- 3 By clicking the Port Status (PIS), you will be able to view the current status of a port in request. Some of the most common status messages are: In Progress, Delay, Resolution Required and Portability is Complete. An error message reference table has been included at the end of this manual.

If the Port Status returns as a resolution required, the reason will be displayed in the Old Notes field. Enter the correct information then click Resubmit Port to resend the rejected port in request.

This screenshot shows a successful port modification for ticket ID 1171490580. The customer information includes: Number being transferred (7756711078), First Name (1283384348), Last Name (1283384348), Phone Number, Email (feftina), and SSN (****). The address is listed as 1283384348, City Miami, State FL, Zipcode 33122. The Current Service Provider section shows the account number 436094348138 and PIN 0377. The Port Status section indicates a successful port modification with the message: "2017-09-20 successful. MIN: 7756711078 [EPIR] Tracfone: Failure. MDN has open port request. Unable to complete Modify Port. Account number required or incorrect".



Note

Update the necessary field with the correct information. If needed, contact the customer and follow the standard procedure for getting the information.

This screenshot shows the Port Admin screen for ticket ID 1171490580. The Current Service Provider section lists the account number 940771632 and PIN 5275. The notes field contains the message: "Resubmitting with the correct account number 85214785". The Old Notes field displays a previous transaction record: "2015-09-21 dnglibabing2015-09-21 [EPIR] TracFone: transaction completed successfully ESN: 260822122062626 SIM: 8901260822122062626 MIN: 3019191832".

- 4 Once the port is processed successfully by Verizon, continue with the pre-established portability process to complete a port.

This screenshot shows the Port Admin screen for ticket ID 1171490580. The customer information is identical to the previous screenshot. The Current Service Provider section shows the account number 436094348138 and PIN 0377. The Port Status section indicates a confirmed port status with the message: "Message Verizon Port Status: CONFIRMED, -".

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section for your reference.

Cancelling a Port Request

A port can be cancelled as long as it has not been approved by the Old Service Provider.

- 1 To cancel a port request, select the Cancel a Port option.

When the port is cancelled, you will receive a confirmation message. This indicates that the request was received by Verizon but it does not mean that the transaction was cancelled.

<input type="button" value="Submit Port"/>	<input type="button" value="Resubmit Port"/>	<input style="background-color: #ffffcc; border: 1px solid #ccc; color: #000; font-weight: bold; font-size: 10pt; padding: 2px 5px;" type="button" value="Cancel Port"/>	<input type="button" value="Port Status"/>
<input type="button" value="Save Ticket"/>			

MIN: 3019191832 dmg1babng2015-09-21 [EPIMR] TracFone: transaction completed successfully ESN: 260822122062626 SIM: 8901260822122062626 MIN: 3019191832

- 2 The Old Notes field will be updated. To confirm, select Port Status.

5] TracFone: portability is cancelled



For Verizon ports make sure to first use the Port Admin Tool in TAS before RSSX. If an error was encountered while processing the port using the Admin Tool then use RSSX as back up.

Let's Review

Read the questions carefully and provide the best answer.

- 1 If you received this error, which of the following options below is the correct resolution?
 - a. Close the ticket as port completed.
 - b. This error tells you that the customer is also porting to another provider.
 - c. Call the customer to verify the correct MDN to be ported. If unable to reach, close the case as failed.
 - d. Forward the ticket to the Resolution Required.

Port-in Validation

Unable to validate MDN: 3084671123
ETNI Message : DATA NOT FOUND (NPANXX SPID XREF) OCN=

MDN:
3084671123

Cancel Validate

- 2 In this screen, what option will you need to choose to submit the MDN?
 - a. By Zip
 - b. By NPANXX
 - c. Port-in
 - d. None of the above

Plan and Features

Plan

MDN Assignment

By Zip By NPANXX Port-in

ZIP

- 3 Which tab and option will you use to check if the number is eligible to port in to Verizon?
- 4 What fields below require agent input during submission?

MDN	OSP Acct	SSN / Tax ID	Business Name
First Name	MI	Last Name	Passcode / PI
Address 1	Address 2	City	State
Phone User Name	Authorized Signer	Authorization Status	Zip / Postal C
<input type="button" value="Cancel Order"/> <input type="button" value="Submit Order"/>			

- 5 What information needs to be notated in the TAS ticket?

Answer the questions below with TRUE or FALSE.

- 6 The MEID need to be entered in decimal form.
- 7 Rate plan in RSSX should always be based in TAS.
- 6 MSID is found in the port in validation screen?
- 7 There's always a need to add a bucket in RSSX for TF Surepay Customers.
- 10 We can now find the status of the port in RSSX.

Chapter 3: AT&T Wireless - Telegence Portal

This chapter will review the AT&T billing portal used to further troubleshoot the customer's phone and allows you to check the line status in the carrier's side.

Objectives

By the end of this chapter, you should be able to:

- Recall the skills to open, activate, suspend, restore, and reactivate mobile accounts.
- Reset features, add/delete SOC codes and complete more in-depth troubleshooting procedures.
- Identify the Long Distance Code (LDC) and explain the SIM and IMEI of the account.
- Operate the billing to push an OTA Activation.
- Discuss how to use the AT&T Chat tool and follow its procedures.
- Score at least 90% in the written examination.

Telegence

A real-time, multi-product billing and customer care system that was developed by AT&T Wireless for wireless service.

- Enables you to interact with a single integrated system and database.
- A Windows-based system, utilizing icon and function keys that can be linked to a local printer drive.

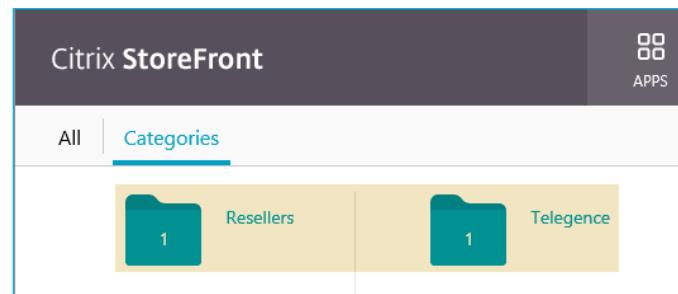
The word Telegence is a combination of the words Telecommunications and Intelligence. Some of the features of Telegence include:

- ✓ Activation of new wireless customers
- ✓ Immediate credits
- ✓ Real-time billing
- ✓ Automatic memos of most transactions

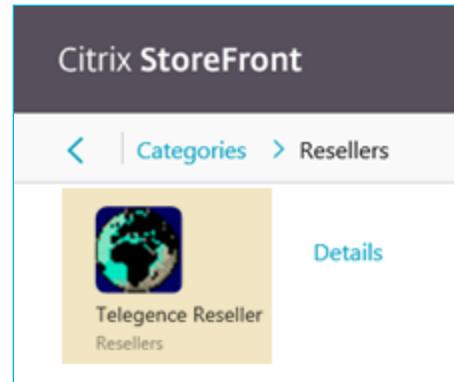
Logging In

Access the link <http://reseller.ctx.it.att.com> through Citrix and follow the steps below to log into the application.

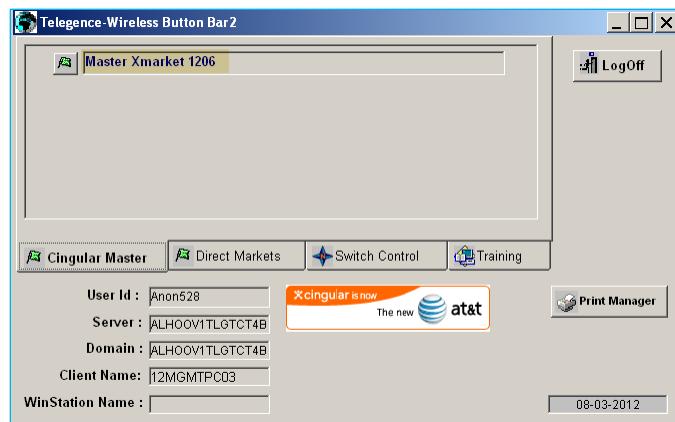
- 1 The Resellers and Telegence folder will display.
- 2 Select Reseller's folder.



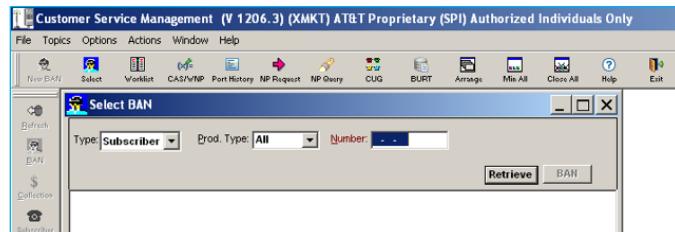
- 3 Select Telegence Reseller.



- 4 Once the application opens, select **Master XMaster 1206**.

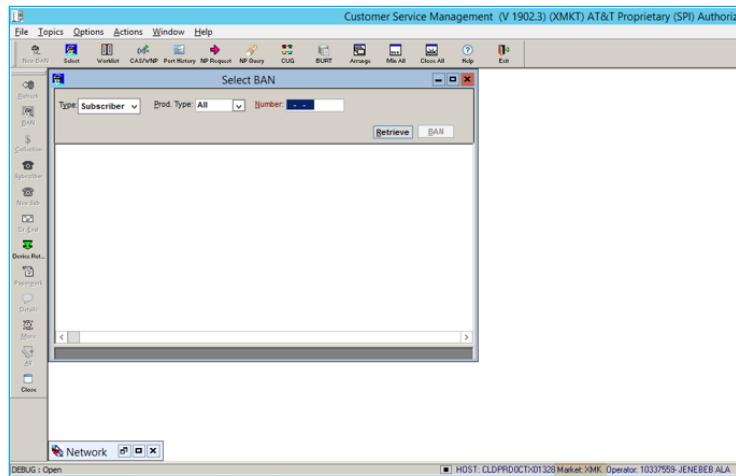


- 5 Enter your User ID and Password (Note: after entering the USER ID, press tab on your keyboard to go the next field.) Then select XMKT CROSS MARKET from the Available Environment drop down.

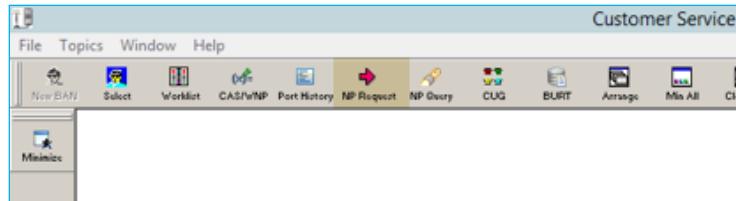


Validating the MDN in Tellegen

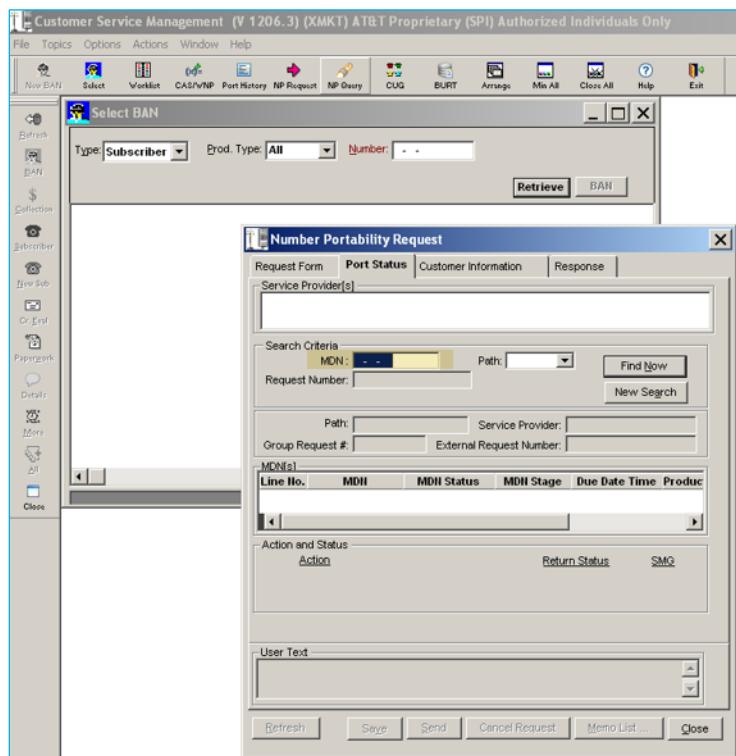
- Verify that you are on the Cross Market Access page.



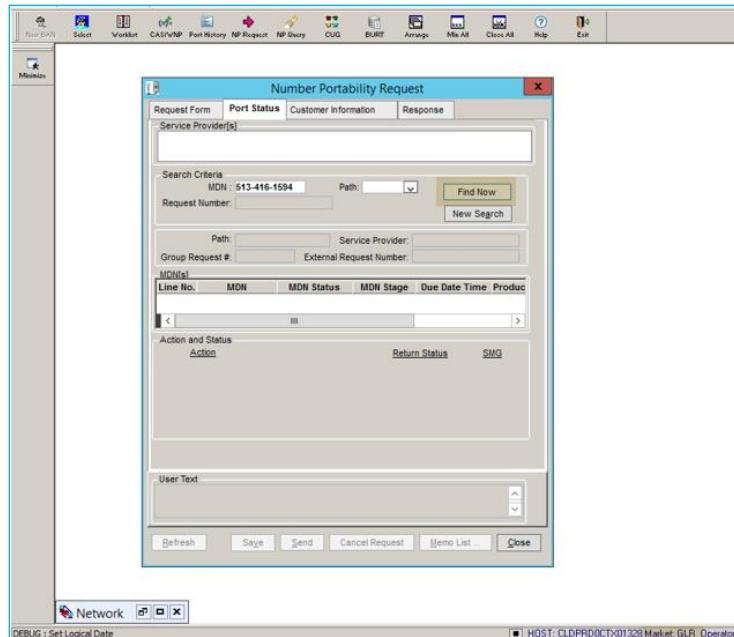
- Select NP request.



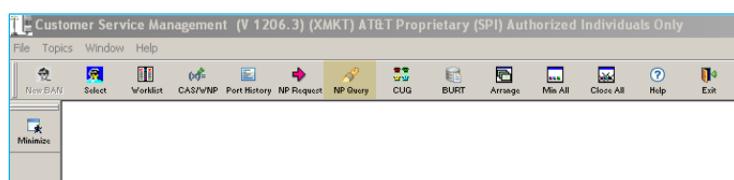
- Paste the MDN to be ported in the MDN field.



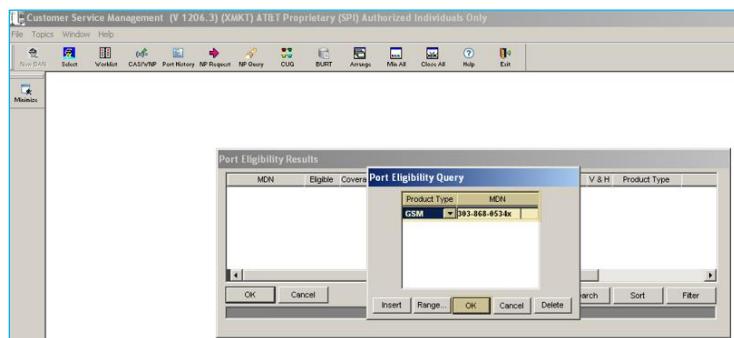
- 4 Select Find Now and Telegence will generate the Direct Market where the MIN should be ported.



- 5 Close the NP request screen and select NP Query.

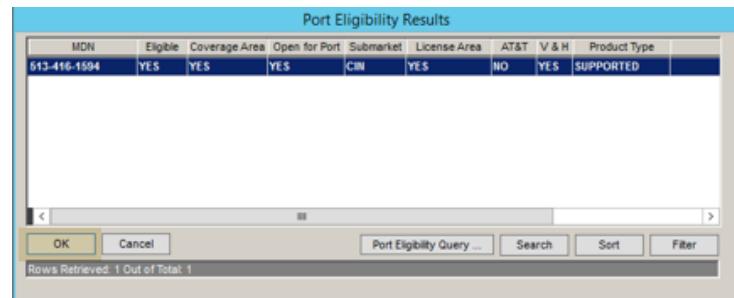


- 6 From the Product Type tab, select GSM, enter the MDN and select OK.



- 7 The next screen will verify whether or not the MDN is portable to AT&T. Select OK to close the screen.

The port eligibility result here indicates this number is eligible.



Processing the Port in Telegence

BAN (Billing Account Number) is a nine digit number that identifies an account. A BAN list HO will be provided as well as detailed instructions how to determine when a BAN should be used and when you may need to create a new BAN.

Below is the complete list of BANS that you will be using. Make sure to use the correct BAN for the market.

MARKET	BAN	MARKET	BAN
ALH	982752689	MTZ	265008470976
ARK	133002254670	MWR	276010818541
AUS	787926469	NCA	436049726286
BOS	155002237656	NWS	298008555937
COR	955551112	NYR	319012047209
DLS	177012179763	OKC	485673305
FLP	523017240461	PAC	337007355900
GAC	534006569493	PHI	464009780279
GLF	578070000300	RGV	755548919
GLR	188016197869	SAN	365000119368
GPL	199003410037	SNE	374010792529
HCL	111012681190	STL	390630869
ILL	232013769319	TNK	545019547798
IND	243000539120	TUL	392010411189
LAR	505993726	WAS	418014676177
MNY	512024538975	WTX	971036758

Ericson BANS

MARKET	BAN	MARKET	BAN
ALH	122005545071	MTZ	265049263243
ARK	133019848248	MWR	276023931243
AUS	144020622513	NCA	436127533977
BOS	155028057678	NWS	298074171616
COR	166003129182	NYR	319028382916
DLS	177049428171	OKC	328021838737
FLP	523257312301	PAC	337080519503
GAC	534102801824	PHI	464100841233

GLF	578162443157	RGV	346004596348
GLR	188089005087	SAN	365011022962
GPL	199031505272	SNE	374022372915
HCL	111039244741	STL	383018425961
ILL	232050994804	TNK	545108279127
IND	243018006424	TUL	392016726461
LAR	254001399811	WAS	418066168906
MNY	512110521850	WTX	427021123388

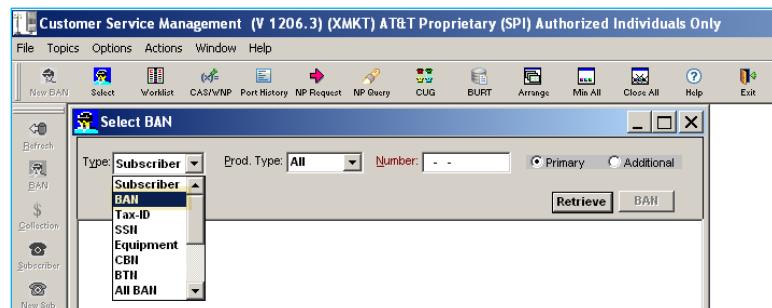


Note

Ericson BANs should only be used for the following rate plans TFVPP1, TFVPPSL3, and TFVPPSL5.

To process a port in Telegence:

- From the Type drop-down menu, select BAN.



- Enter the BAN, select retrieve and then double click the BAN.



Note

The BAN NUMBER must also be part of the ticket notes. BAN Number can be copied from this screen to the Case Notes at this time. Select BAN button to continue. The BAN screen will appear.

3 Check the BAN availability.

- Double click Type and select GSM.
- Review the Ban availability (Total number of line available)



Note

A BAN support a maximum of 3000 lines, in this example, you will not be able to activate the ported number to this BAN.

The screenshot shows the 'Select BAN by BAN' window. At the top, it displays 'GLR BAN - 188016197869 , TRACFONE , Market: GLR' and 'Open since: 12/25/2009 (Activate-CTN Activation)'. The main area shows a table for 'Billing Address' with 'ATTN: CARRIER FINANCE' and '8390 NW 25TH ST DORAL FL 33122-1504'. Below this is a 'Product Count' table for 'GSM' type, showing counts for Active (115), Suspended (20), Reserved (0), Canceled (2920), and Total (3065). To the right, there are sections for 'Last Bill Summary', 'Last Bill Information', and 'PRM Ind: PRM Converted'. At the bottom, tabs include '1. Financial Summary', '2. BAN Profile', '3. Agreement', '4. Features', and '5. Profile'.

BAN Rules

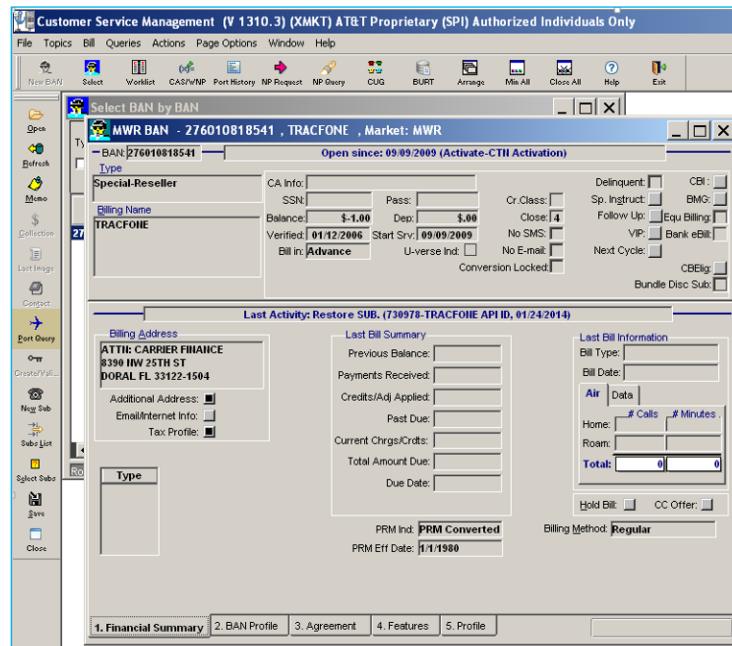
BANs have a limit of 3,000. With multiple groups within TracFone utilizing these BANS they can be available one hour and not available the next. Due to this situation we need to follow some simple rules.

- If the BAN you are using is at a Total of 3,000 or above as shown in the above example you can create a new BAN and continue to submit your Port-In Case by clicking on the Port Query button.
- If the BAN is less than 3,000 but greater than 2,500 a message will populate asking if you would like to use a different BAN. The new ban number will auto-populate.
- If new BAN is selected you will need to begin the process from the Select BAN by BAN screen.

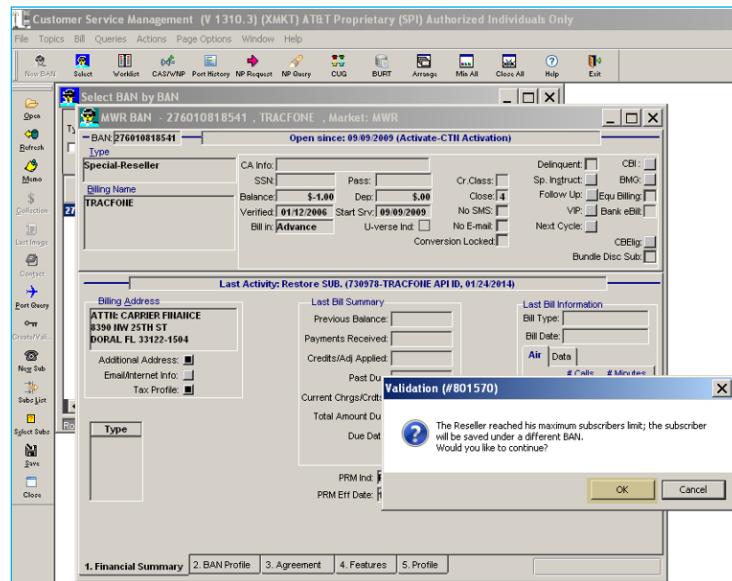
Need to use a different BAN

In the example above the BAN exceeded its limit therefore you will need to create a new one.

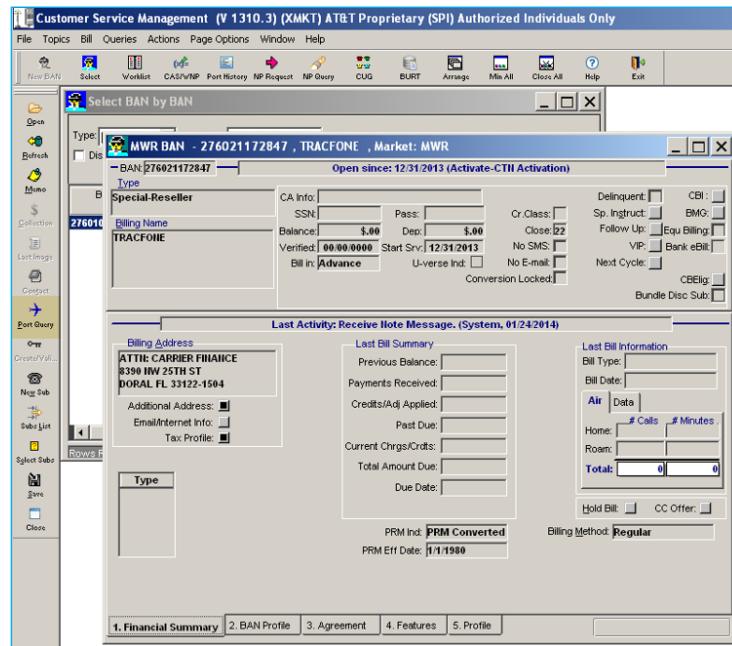
- On the left-hand-side menu, select Port Query



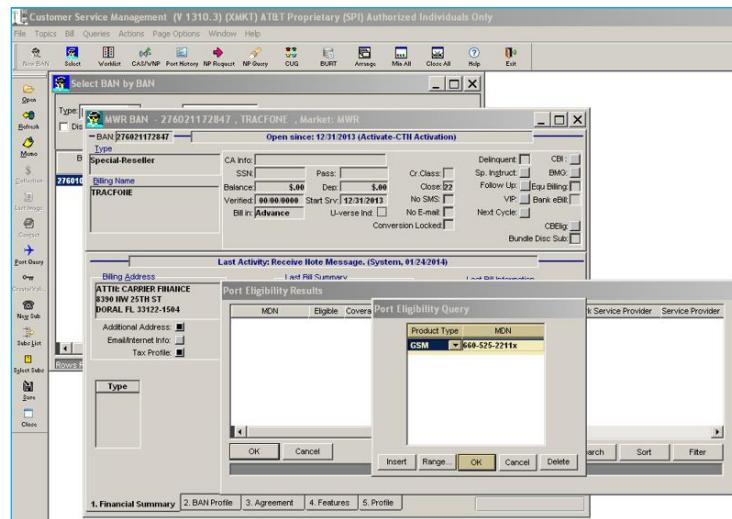
- Select Ok. A new BAN will be populated.



- 3 The New BAN will be displayed.
Select Port Query.



- 4 From the product Type Tab, select GSM, enter the MDN being ported then select OK.



Number Portability

2020

- 5 Confirm the eligibility of the MDN (Yes means the MDN is portable to AT&T) and select OK.

MON	Eligible	Coverage Area	Open for Port	Submarket	License Area	Network Service Provider	Service Provider
660-525-2211	YES	YES	YES	STR	YES	T-MOBILE USA, INC.	T-MOBILE USA

- 6 For verification purposes, you will be prompted to re-enter the MDN being ported.

- 7 Select Request Form Tab and enter the following information:

- Date of Agency Authorization:** Date on which the port is submitted. Double click the blank field. A calendar will pop-up, click ok.



Note

Do not change the date appearing on the calendar.

- Comp Code:** Double click the field; a list of codes will appear. Select the correct code from the list.
- Authorization Name:** Customer's name
- Imp. Contact Tel#:** TracFone's Number Portability number:
(1800)-346-6895

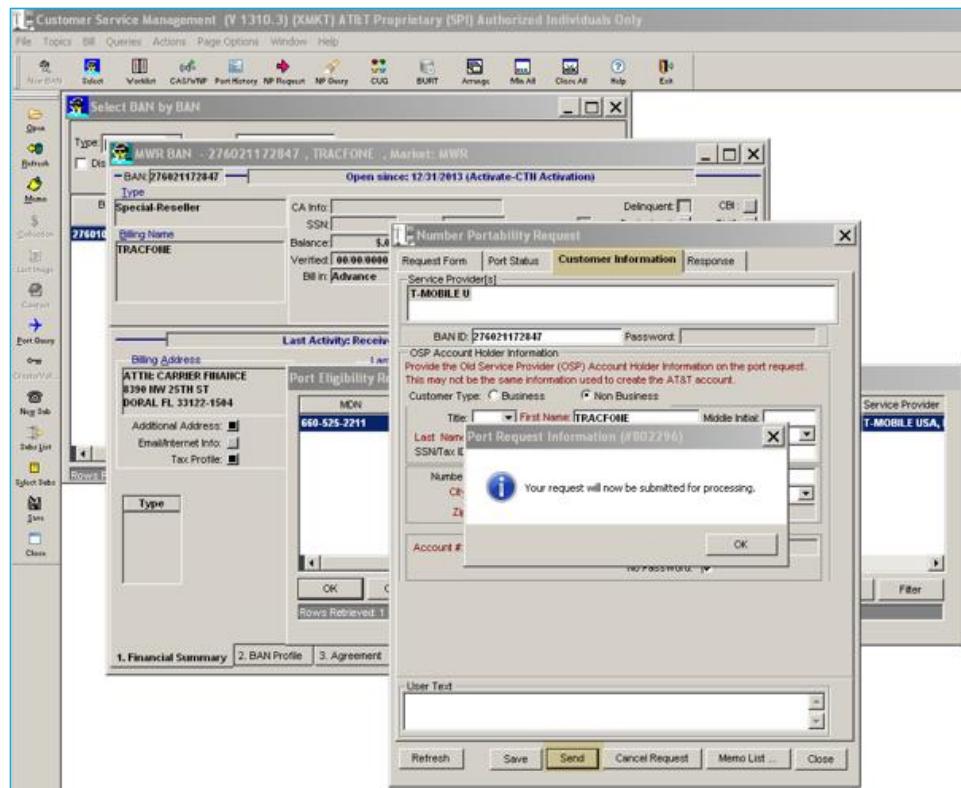
Compensation Codes				
Compensation Code				
Dealer	Name	Phone No	Fax No	City
T1009	TRACFONE			
TL001	TRACFONE			
TXK01	TRACFONE			
TXK02	TOPP TELECOM - LEAVAIWI			
TXS01	TOPP TELECOM - ST JOSEPH			
TXT01	TOPP TELECOM - TOPEKA			
TXW01	TOPP TELECOM - WICHITA			

- 6 Select Customer Information tab, enter the customer's information and select SEND to submit the port:
- First and Last Name (MI, Prefix, Suffix if applicable)
 - SSN (Social Security Number): If it is an internal port you may use **111-11-1111**.
 - Customer's Address: Street Number, Street Name, City, and State Zip Code.
 - Account Number: The OSP will be displayed on the Case Detail tab. For internal ports the account number will be the serial number of the "Old Phone".
 - PIN/Password: Can be found on the Case tab or Case Detail tab.



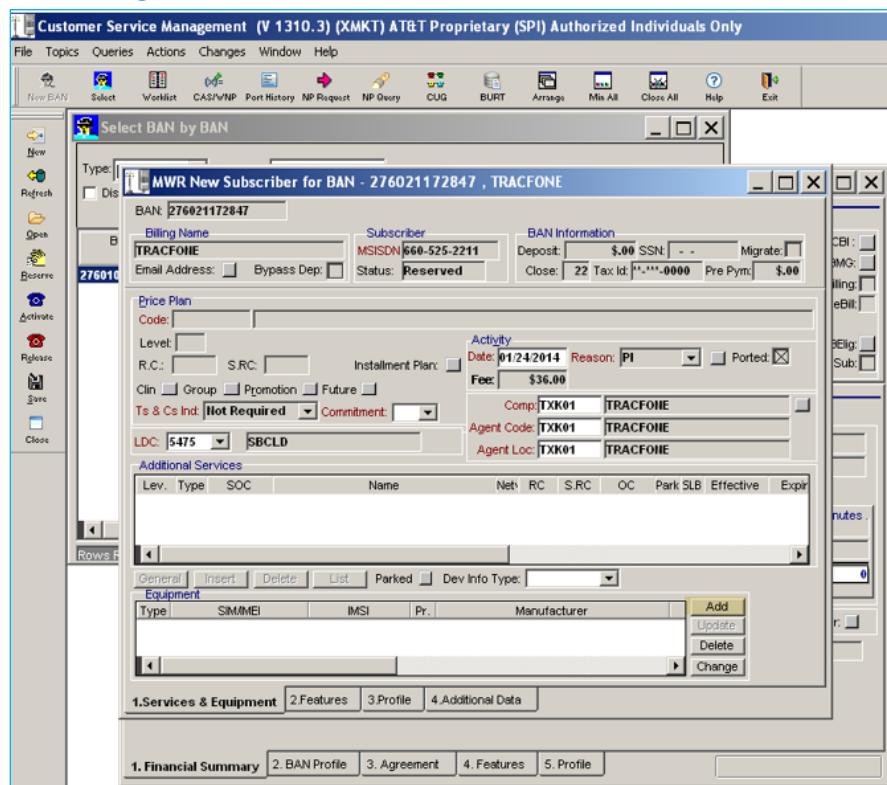
Note

If a password was not provided check the Now Password box.

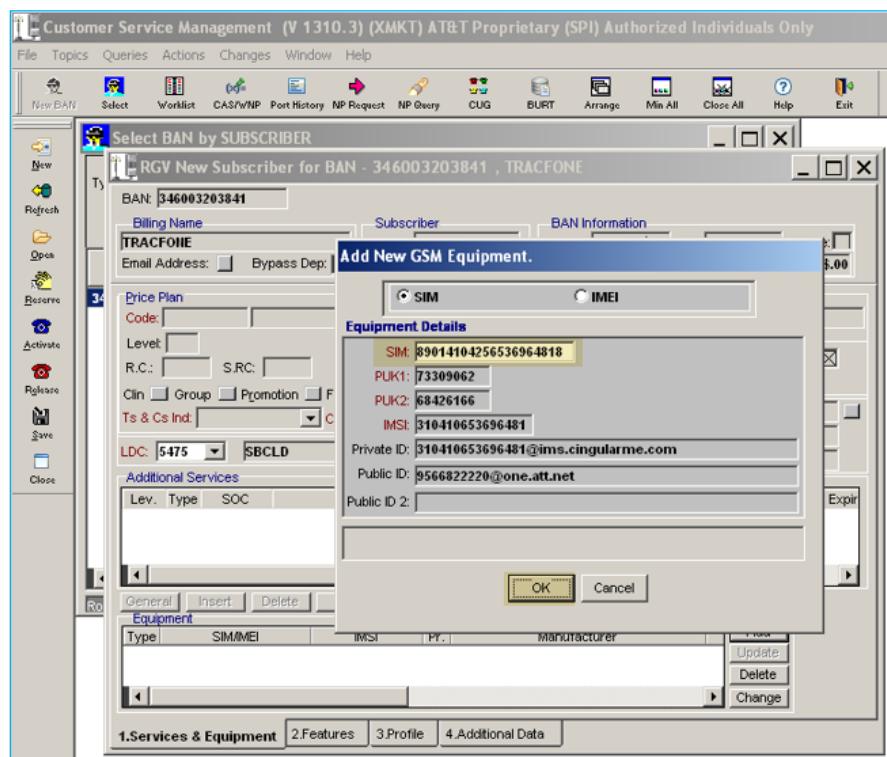


Activating the MDN in Telegence

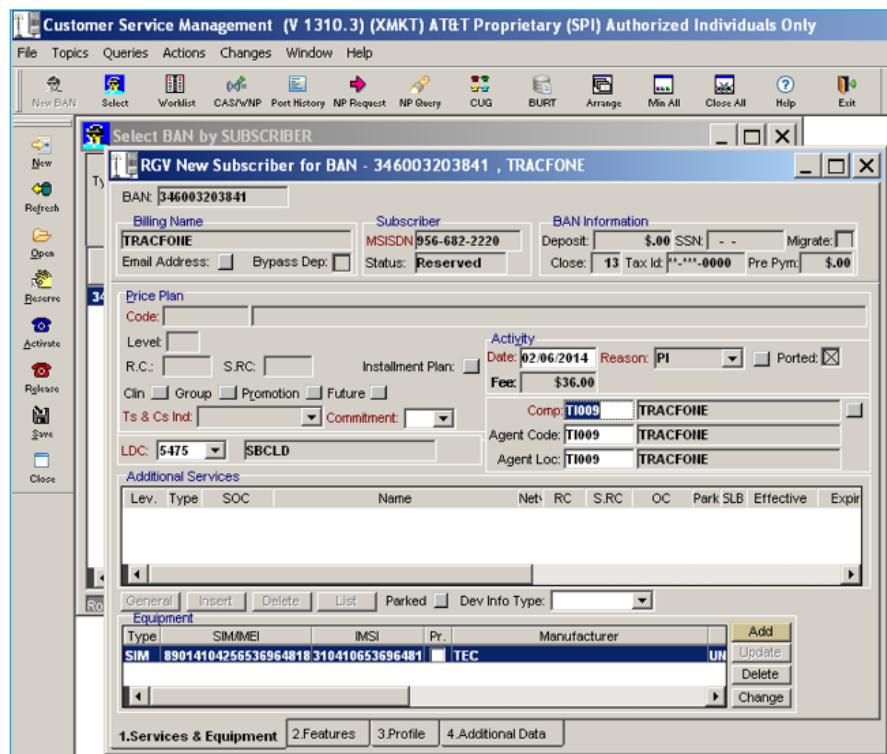
- 1 Select Add.



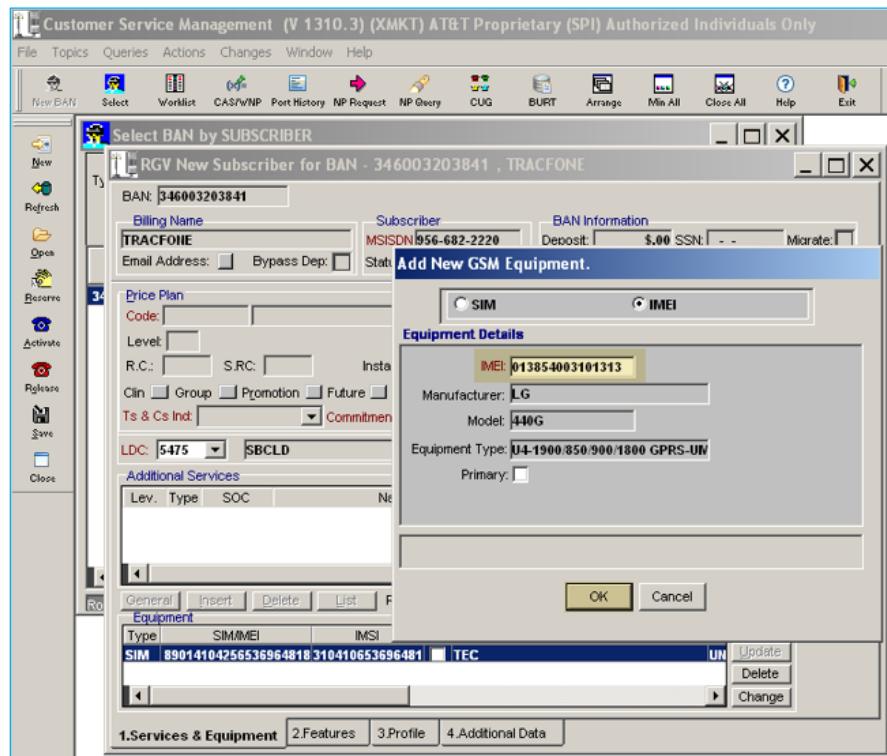
- Add the SIM from the case details tab and select OK.



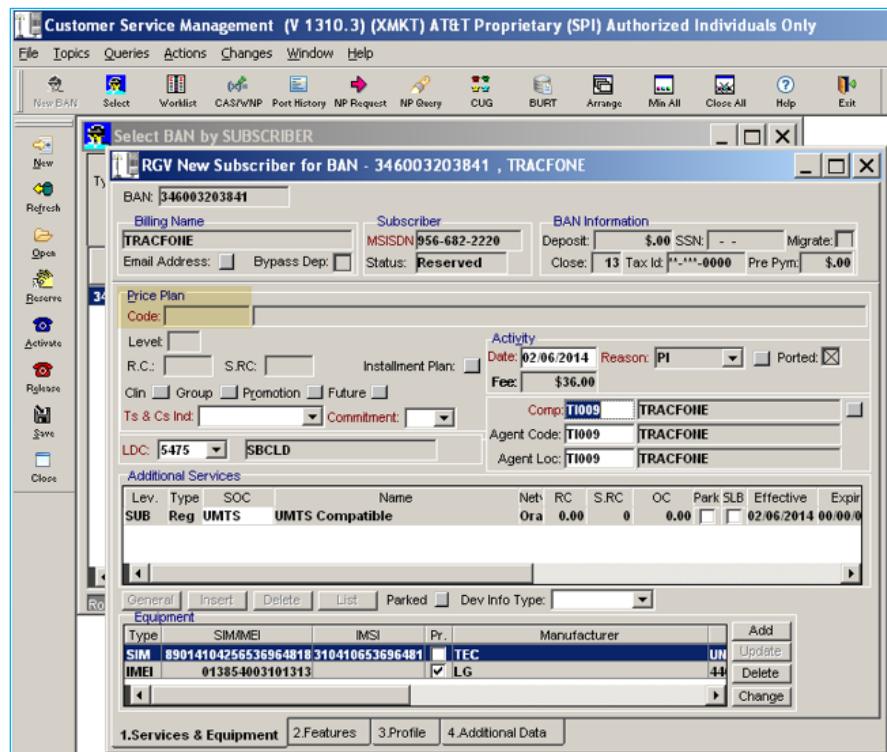
- Select Add again.



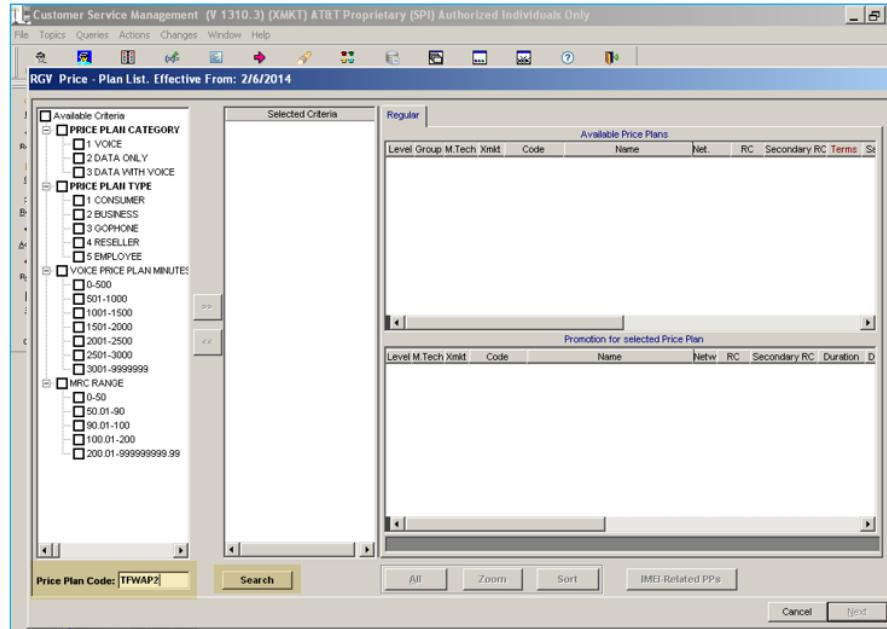
- 4 Add the IMEI and select OK.



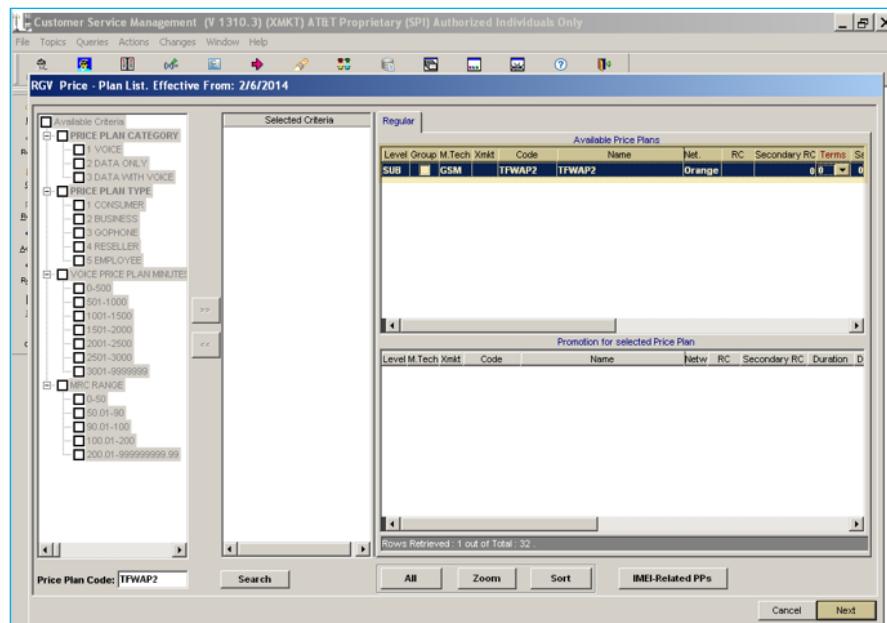
- 5 Double click the Price Plan Code Field.



- 6 Enter the Rate Plan in the Price Plan Code Field and select Search.



- 7 The Rate Plan will be displayed. Select the Rate Plan to highlight it then select Next.



Number Portability

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- 6 The Summary Page will display. Select Next.

Customer Service Management (V 1310.3) (XMK1) AT&T Proprietary (SPI) Authorized Individuals Only

RGV Comparative Change Summary

Current Agreement Information

Lev.	Type	Code	Name	MRC	Effective	Expire
SUB	P_P	TFWAP2	TFWAP2		02/06/2014	00:00:0000

Price Plan Features & Optional Services:

Lev.	Type	Code	Name	MRC	Effective	Expire
SUB	PP	CFC	NO ANSWER CALL FORW	0.00	02/06/2014	00:00:0000
SUB	PP	CW	Call Waiting	0.00	02/06/2014	00:00:0000
SUB	PP	CH	Call Hold (G)	0.00	02/06/2014	00:00:0000
SUB	PP	DB	Direct Bill Detail	0.00	02/06/2014	00:00:0000
SUB	PP	MPT	6 Way Calling	0.00	02/06/2014	00:00:0000
SUB	PP	CLI	Caller ID	0.00	02/06/2014	00:00:0000
SUB	Opt	TFELA	TRACFONEELA	0.00	02/06/2014	00:00:0000
SUB	Opt	RDCDB#00	AT&T DirectBill	0.00	02/06/2014	00:00:0000
SUB	Opt	TFELAT	TRACFONEELA-TOLL	0.00	02/06/2014	00:00:0000
SUB	Opt	TFWAP2DXCTF	DATA RATING SOC	0.00	02/06/2014	00:00:0000
SUB	Opt	TFWAP2SXTCTRFONE	SMR6	0.00	02/06/2014	00:00:0000

New Agreement Information

Lev.	Type	Code	Name	MRC	Effective	Expire
SUB	P_P	TFWAP2	TFWAP2		02/06/2014	00:00:0000

Price Plan Features & Optional Services:

Lev.	Type	Code	Name	MRC	Effective	Expire	Modify	Modify
SUB	PP	CFC	NO ANSWER CALL FORW	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	PP	CW	Call Waiting	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	PP	CH	Call Hold (G)	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	PP	DB	Direct Bill Detail	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	PP	MPT	6 Way Calling	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	PP	CLI	Caller ID	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	Opt	TFELA	TRACFONEELA	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	Opt	RDCDB#00	AT&T DirectBill	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	Opt	TFELAT	TRACFONEELA-TOLL	0.00	02/06/2014	00:00:0000	Include	Exclude
SUB	Opt	TFWAP2DXCTF	DATA RATING SOC	0.00	02/06/2014	00:00:0000	Change	Delete
SUB	Opt	TFWAP2SXTCTRFONE	SMR6	0.00	02/06/2014	00:00:0000	Change	Delete

Other Services:

Lev.	Type	Code	Name	MRC	Effective	Expire	Modify	Modify
SUB	Reg	UMTS	UMTS Compatible	0.00	02/06/2014	00:00:0000	Keep	Delete

Contract Renewal:

Term	From	To	Reason
0	00:00:0000	00:00:0000	PPD

Contract Renewal:

Term	From	To	Reason	Modify	Override
0	00:00:0000	00:00:0000	PPD	Add New Contract	<input type="checkbox"/>

Comp. Code: Agent Code: Agent Location:

Cancel Back Next

- 9 Select Finish.

Customer Service Management (V 1310.3) (XMK1) AT&T Proprietary (SPI) Authorized Individuals Only

RGV Final Summary

FINAL PRICE PLAN INFORMATION

Price Plan:

Name	Effective Date	Expiration Date	Expiring MRC	Total Charges
TFWAP2	02/06/2014	00:00:0000		0.00

Features and Optional Services:

Name	Effective Date	Expiration Date	Expiring MRC	Total Charges
6 Way Calling	02/06/2014	00:00:0000		0.00
Call Hold (G)	02/06/2014	00:00:0000		0.00
Call Waiting	02/06/2014	00:00:0000		0.00
Caller ID	02/06/2014	00:00:0000		0.00
Direct Bill Detail	02/06/2014	00:00:0000		0.00
NO ANSWER CALL FORWARD	02/06/2014	00:00:0000		0.00
AT&T DirectBill	02/06/2014	00:00:0000		0.00
BasicVM-Reseller	02/06/2014	00:00:0000		0.00
DATAPEST	02/06/2014	00:00:0000		0.00

Other Services:

Name	Effective Date	Expiration Date	Expiring MRC	Total Charges
UMTS Compatible	02/06/2014	00:00:0000		0.00

Contract Renewal:

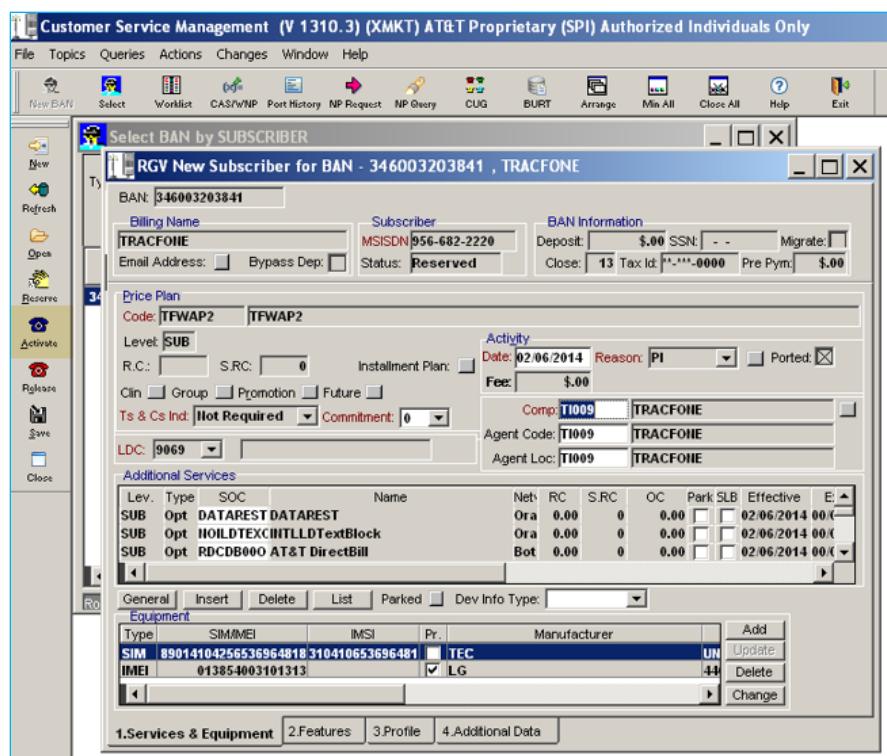
Term	From	To	Reason
0	00:00:0000	00:00:0000	PPD

Cancel Back Finish

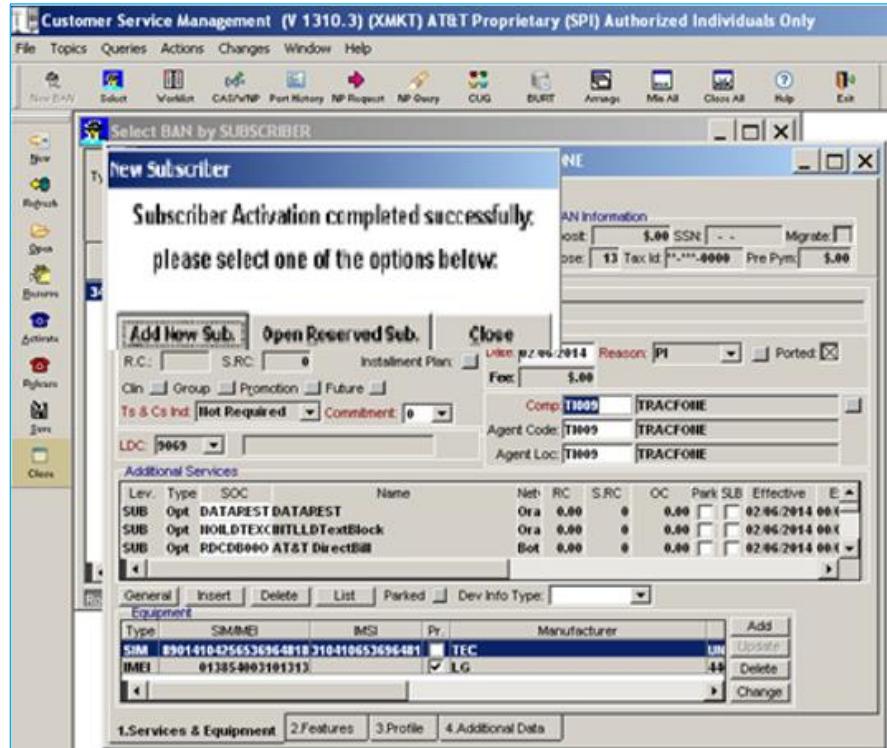
Number Portability

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- 10 To complete the activation, select the Activate icon.



- 11 You will receive a confirmation message. Select Close.

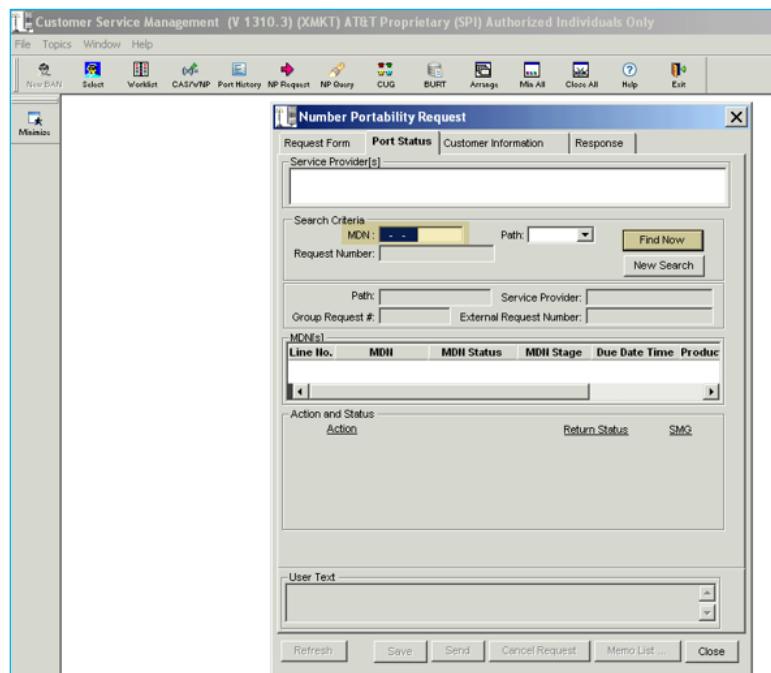


Checking the Port Status

- Select NP Request.

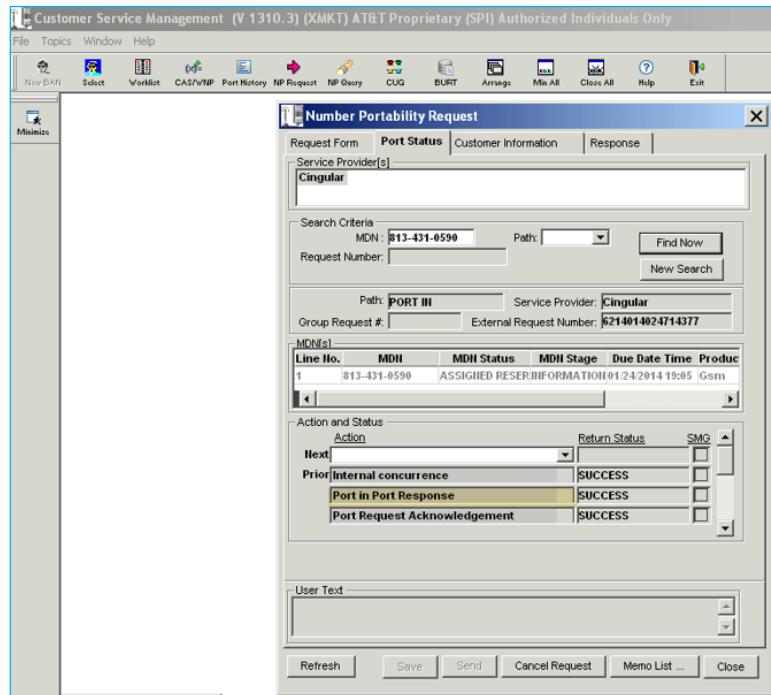


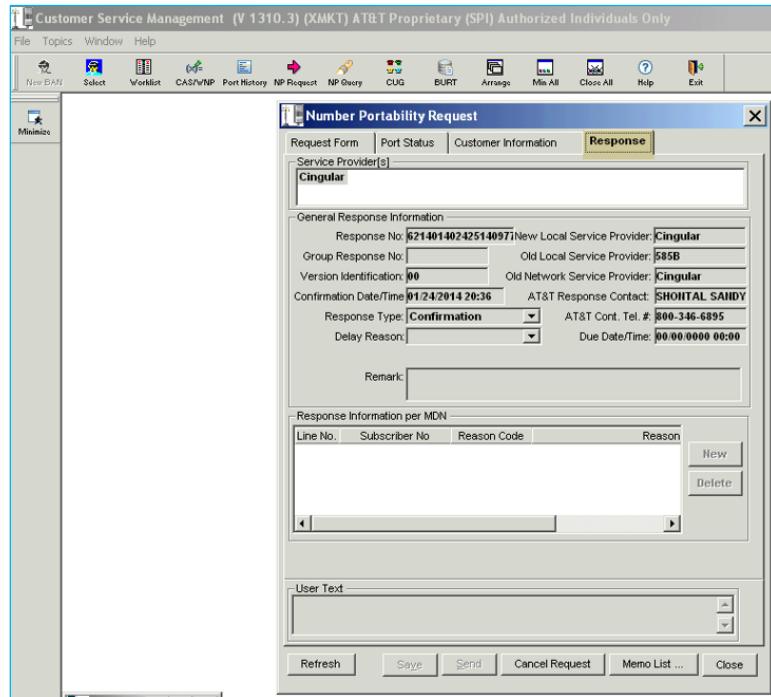
- Enter the MDN and select Find Now.



- Select Port in Port Response then select RESPONSE tab.

The port status will be displayed.



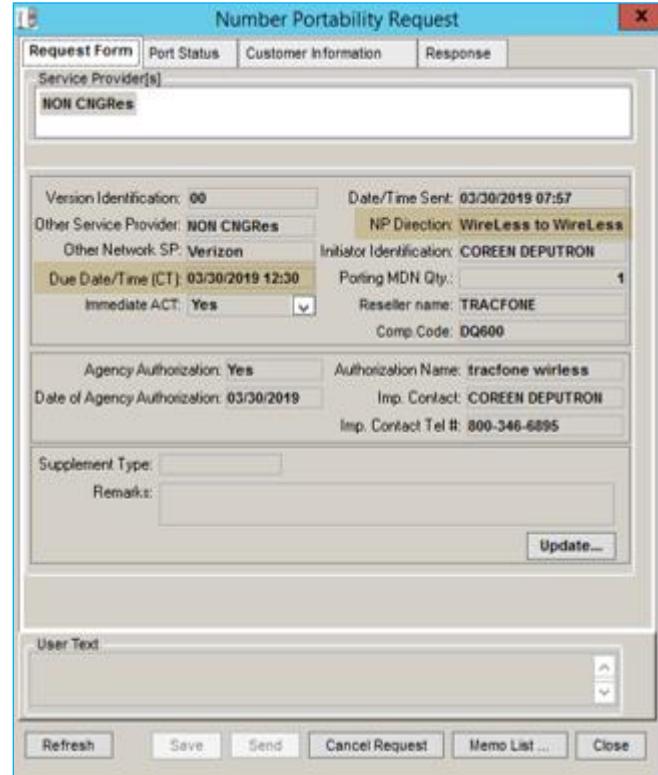


You can view the Port DDT and Port path (NP Direction) under the Request Form tab in the NP Request screen.



Note

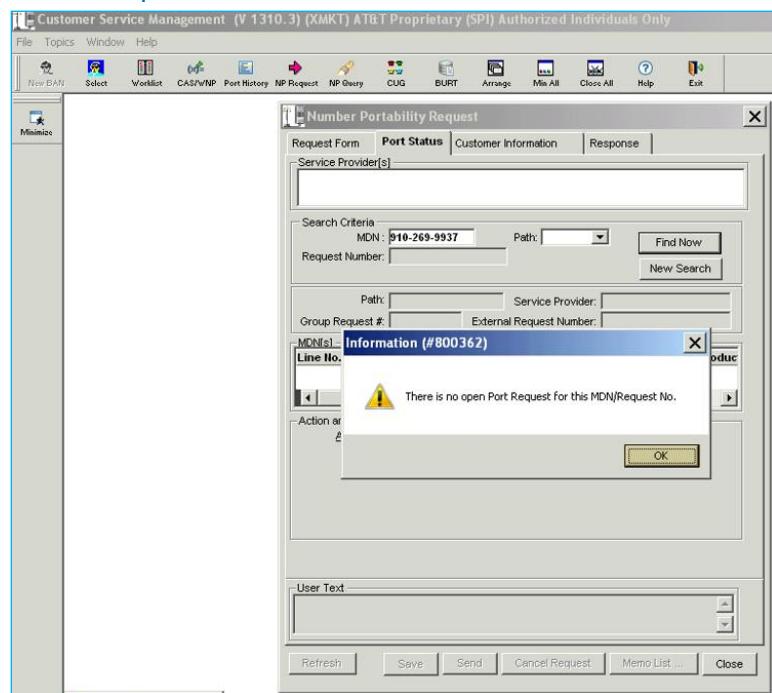
The DDT in Telegence is in Central Time, please make sure to specify this in your ticket notes.



- When the response received is *Delayed or Acknowledgement*, the ticket should be noted and checked periodically for *Confirmation and Concurrence*.
- A port is completed in Telegence when a confirmation response has been received, and the status is activation.
- If you can no longer find the request in the NP Request screen, check port history and the port should be completed.
- Do not close the ticket unless the port in is completed.

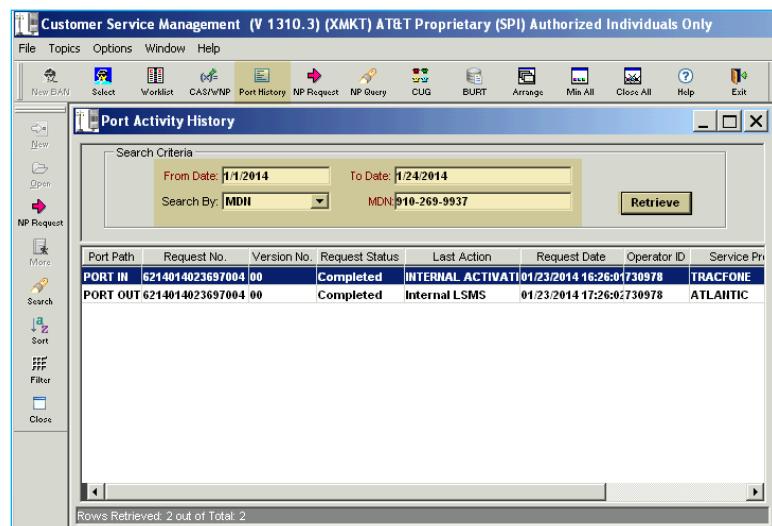
How to determine the Port is complete

- Here the NP request is not displayed. Select OK.



- The Port activity page will be displayed. Follow the steps below:

- Select Port History
- From the search by field select MDN, and enter the number being ported into the MDN field.
- Double click the From Date field to enter the "Prior Date", and then double click the To Date field to enter the "Current Date".
- Select Retrieve.



- If the port is already completed, check the subscription if it's active with the correct IMEI, SIM, comp code and rate plan.
- If the equipment values are correct then you can proceed in closing the ticket as completed.

- 3 PEARS should now display Cingular Wireless as the Current Service Provider.

Phone Number	Portable	Current Service Provider	Current Service Provider Type	Current LRN	LBN Required	GSM Available	Market Type	Market Code	Sub Market Code	Rate Center/Service Area
708-603-5091	Yes	CINGULAR WIRELESS	WIRELESS	2245159999	Yes	Yes	TLG	ILL	CHI	006017003453

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section for your reference.

Ticket Documentation

It's important to update the ticket notes in TAS.

Necessary Information for Ticket Notes

- ✓ LCG: (State)
- ✓ TOSS: (State)
- ✓ CID: (Carrier ID)
- ✓ System/Market Information: (Ex. TLG/GLR)
- ✓ BAN:
- ✓ Comp Code:
- ✓ Port submitted and activated successfully
- ✓ SIM Card Number: (only if a new SIM is used)
- ✓ Port status: Acknowledgment, Delayed, Concurrence or Internal Concurrence or Resolution Required (if the status is Resolution Required you MUST document the reason why the request was denied and contact the customer to get the correct information)

Valid Status for Telegence Port-In Requests

- ✓ Acknowledgement
- ✓ Delayed
- ✓ Confirmation/Concurrence or Internal Concurrence
- ✓ Resolution Required

How to Modify Resolution Required Response

- To view the required information of a Resolution required status, always select the Port in Port Response before going to the Response tab.

- Port status is Resolution Required.
- Account number required is incorrect.

Number Portability

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- 2 From the Next field, select Modify Port Request.
- 3 Select the Customer Information tab.

The screenshot shows the 'Customer Service Management (V 1310.3) (XMKT) AT&T Proprietary (SPI) Authorized Individuals Only' application. The main window title is 'Number Portability Request'. The 'Request Form' tab is selected. In the 'Action and Status' section, the 'Next' button is highlighted with a yellow circle labeled '2'. The 'Customer Information' tab is highlighted with a yellow circle labeled '3'. The 'Service Provider(s)' dropdown shows 'Cingular'. The 'Search Criteria' section includes fields for 'MDN' (561-715-2069), 'Path' (dropdown menu), 'Find Now', 'New Search', and 'Request Number' (empty). Below this is a table for 'MDNs' with one row: Line No. 561-715-2069, MDH ASSIGNED, MDH Status RESER, MDH Stage OPEN, Due Date 01/24/2014 20:45, Product GSM. The 'User Text' section is empty. At the bottom are buttons for Refresh, Save, Send, Cancel Request, Memo List, and Close.

- 4 Enter the account number into the Account # field.

The screenshot shows the same application window. The 'Customer Information' tab is selected. In the 'Customer Holder Information' section, the 'Account #' field is highlighted with a yellow box and contains the value '123456789'. Other fields in this section include 'BAN ID' (523246215340), 'Password' (empty), 'Customer Type' (radio buttons for Business and Non Business), 'Title' (dropdown menu), 'First Name' (SUSAN), 'Middle Initial' (empty), 'Last Name' (STAFF), 'Suffix' (empty), 'SSN/Tax ID' (444-1111), 'Telephone Number' (empty), 'Number' (17), 'Directional' (dropdown menu), 'Street Name' (GLEIMORE DR), 'City' (FARMINGTON), 'State' (Connecticut), 'Zip' (06032-), and 'Country' (USA). The 'User Text' section is empty. At the bottom are buttons for Refresh, Save, Send, Cancel Request, Memo List, and Close.

- 5 Select the Request Form tab and add notes in the Remarks field. If the **Due Date/Time** is met, change the time to 24 hrs. Double click the **Due Date/Time** field to view the calendar then select Send.



Note

- Once the new information is sent, you can go back to the Port Status tab and click on FIND NOW to refresh or close and re-open the NP request screen to get the new port status.
- Document the actions taken on the case notes as well as the new port status.

Cancelling the Port In Request in Telegence

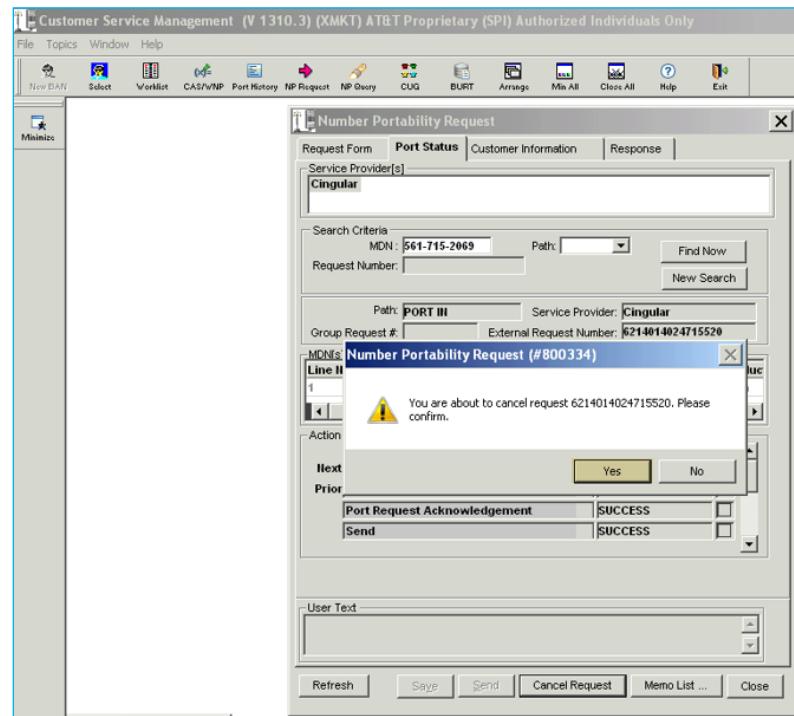
- 1 Select Cancel Request.

Line No.	MDH	MDH Status	MDH Stage	Due Date	Time	Prod
561-715-2069		ASSIGNED	RESER/OPEN	01/24/2014	19:47	Gsm

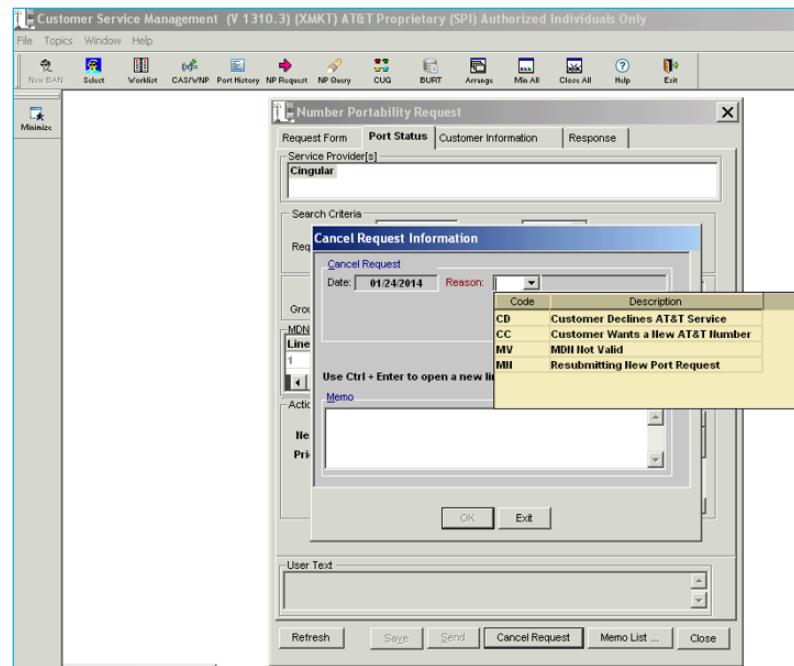
Number Portability

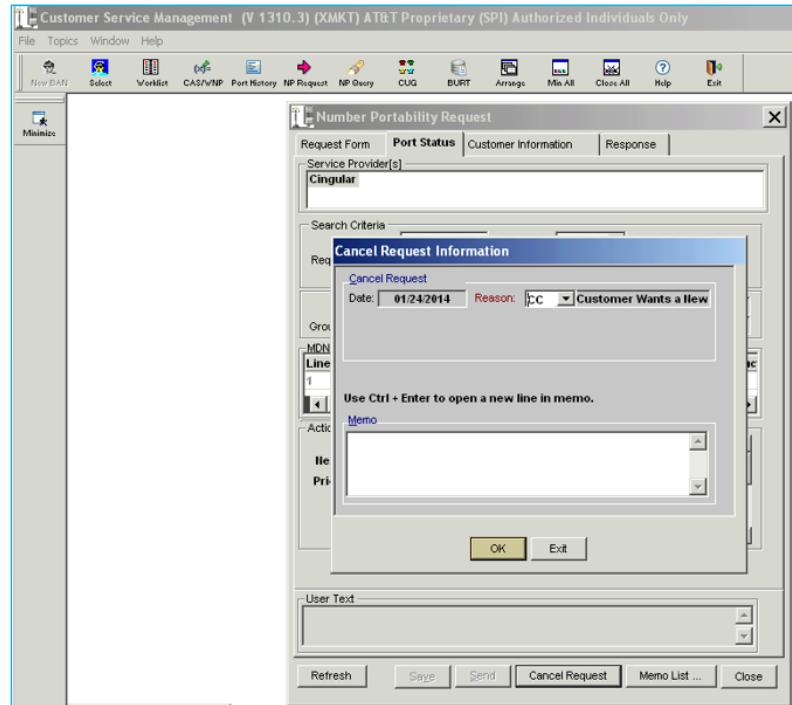
2020

- 2 A confirmation will appear.
Select Yes.



- 3 From the reason drop-down menu, select the cancellation reason and select OK.





Port Admin Tool – AT&T

Port Admin Tool is a user interface that will assist you in processing a port to an AT&T carrier.



Note

This tool should ONLY be used for processing Ports to an AT&T carrier.

To access, go to Transactions tab and select Port Admin Tool.

- 1 Enter the AT&T Portability Ticket ID and select Find Ticket.

- Review the ticket to make sure all the information was completed.

The screenshot shows the Port Admin Tool's main interface. On the left, there's a sidebar with various options like ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, LTE, Transactions, and History. The main area has tabs for Service Profile, Current Service Provider, Assigned Carrier Information, and Old Notes. In the Service Profile tab, fields include ESN Support (IN), Carrier Support (T-Mobile), Toss Util, Port In / Title: ST External, and a large section for contact information (First Name: KOFFI, Last Name: ASA, Phone Number: 119705442, Email: ENCOURBEME@GMAIL.COM, SSN: *****). The Current Service Provider tab shows T-Mobile as the current carrier with account number 940771632 and pin 5275. The Assigned Carrier Information tab shows T-Mobile Prepay Platform as the assigned carrier with ID 19326. Buttons at the bottom include Submit Port, Resubmit Port, Cancel Port, Port Status, and Save Ticket.



Note

- For **External ports** all fields are required. The web created tickets will not populate all the required fields. You will have to manually enter the missing information which will be saved under the Old Notes field.
- For **Internal ports** the Contact information is not required.

The Port Admin tool allows you to communicate with AT&T. The following buttons are used to send action items.

Submit Port (EPIR or PIR): Used to submit port in request to AT&T. The Submit Port button validates the eligibility of the MIN before submitting. Therefore, there is no need to validate the number before submitting the port.

A horizontal row of buttons: Submit Port, Resubmit Port, Cancel Port, Port Status, and Save Ticket.

The message - **TracFone: Completed Successfully** will appear on top of your screen and the Old Notes field will be updated. This message means that the action was sent and received by AT&T but it does NOT mean that the Port was processed successfully.

The Old Notes field contains the following message: "MIN: 3019191832, dmglbabing2015-09-21, [EPIMR] TracFone: transaction completed successfully, ESN: 260822122062626, SIM: 8901260822122062626, MIN: 3019191832".

The Port was processed successfully response will not be returned automatically, you will have to check the port status to see if the port is complete.

AT&T tracks its request by MIN. If the MIN needs to be changed after a port has been submitted, you will need to:

- Select the Cancel Port tab.

The screenshot shows a horizontal menu bar with five buttons: 'Submit Port', 'Resubmit Port', 'Cancel Port' (which is highlighted in yellow), and 'Port Status'. Below the menu is a single button labeled 'Save Ticket'.

- Change the MIN and select Submit Port.
- By clicking the Port Status (PIS), you will be able to view the current status of a port in request. Some of the most common status messages are: In progress, Delay, Resolution Required and Portability is Complete. An error message reference table has been included at the end of this manual.

- If the Port Status returns as Resolution Required, the reason will be displayed in the Old Notes field.

The screenshot shows a message box stating 'Message: TracFone: portability is resolution required Account number required or incorrect.' Below it is a text input field 'Enter Ticket Id' with the value '1121328276' and a 'Find Ticket' button.

- Enter the correct information then select Resubmit Port to resend the rejected port in request.



Note

Update the necessary field with the correct information. If needed, contact the customer and follow the standard procedure for getting the correct information.

The screenshot shows a message box stating 'Message: Port resolution found. Port information was updated successfully.' Below it is a text input field 'Enter Ticket Id' with the value '1077916463' and a 'Find Ticket' button. The main form contains sections for Customer Information, Current Service Provider, and Assigned Carrier Information, all showing updated data. At the bottom are buttons for 'Submit Port', 'Resubmit Port' (highlighted in yellow), 'Cancel Port', 'Port Status', and 'Save Ticket'.

- Once the Port is processed successfully by AT&T, continue with the pre-established portability process to complete the port.

The screenshot shows a message box stating 'Message: Transaction completed successfully. Port Status:COMPLETED' below an 'Enter Ticket Id' field with value '1077916463' and a 'Find Ticket' button. The main form shows updated customer and service provider information. At the bottom are buttons for 'Submit Port', 'Resubmit Port', 'Cancel Port', 'Port Status', and 'Save Ticket'.

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow the step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section for your reference.

Cancelling a Port Request

A port can be cancelled as long as it has not been approved by the Old Service Provider.

- To cancel a Port Request, select Cancel Port tab.

The screenshot shows a horizontal menu bar with five options: 'Submit Port', 'Resubmit Port', 'Cancel Port' (which is highlighted in yellow), and 'Port Status'. Below the menu is a button labeled 'Save Ticket'.

When the port is cancelled, you will receive a confirmation message. This indicates that the request was received by AT&T and it does not mean that the transaction was cancelled.

The screenshot shows a scrollable list of messages. One message is highlighted in yellow and reads: 'MIN: 3019191832 dmglbabing2015-09-21 [EPIMR] TracFone: transaction completed successfully'. Other messages in the list include ESN, SIM, and MIN details.

- The "Old Notes" field will be updated. To Confirm, select Port Status.

The screenshot shows a scrollable list of messages. One message is highlighted in yellow and reads: '5] TracFone: portability is cancelled'. Other messages in the list are mostly empty or show system logs.

Validating Port Eligibility

This option is used to determine if the MIN being transferred is eligible to be ported.

- To validate the MIN, select Validate Port Eligibility.

The screenshot shows a form with fields for 'Current Carrier' (T-MO), 'Account Number' (940771632), 'Pin' (5275), 'Current Carrier Id', 'Current Esn', 'Activation Zipcode' (20904), and 'Old Notes'. The 'Old Notes' section contains a message: '2015-09-22 [PIS] TracFone: portability is resolution required Account number required or incorrect. MIN: 3019191832 dmglabugas2015-09-22 [PIS] TracFone: portability is resolution required Account number'. A 'Validate Port Eligibility' button is at the top right.

- Once the validation is complete, you will receive a confirmation message.

Save Ticket: allows you to save information without submitting the port.



Note

To search for a new ticket, you need to scroll up and go back to the Port Admin page then enter the ticket number. Select Find Ticket and please make sure to save the changes made before you select Find Ticket.

The screenshot shows a 'Port Admin' page. At the top, a message says 'Message Success: Ticket has been reloaded'. Below it is a search bar with 'Enter Ticket Id' and 'Find Ticket' buttons. Underneath is a section for 'Ticket type: Port In / Title: ST External' and 'Customer Information'. It includes fields for 'Number being transferred' (7856084462) and 'Address 1' (12786789).

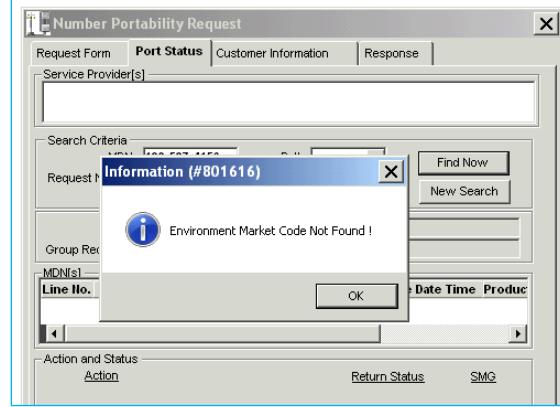


- For AT&T Ports, make sure to first use the Port Admin Tool in TAS before Telegence. If an error was encountered while processing the port using the Admin Tool then use Telegence as back up.

Let's Review

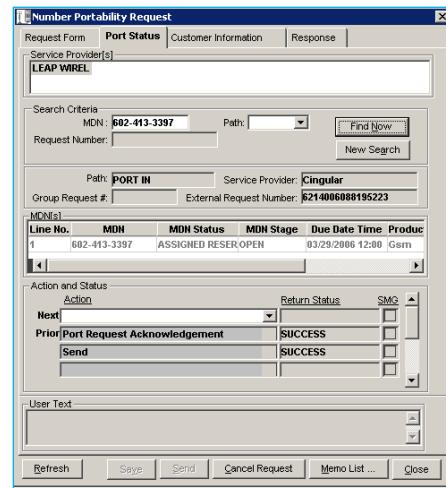
For each of the questions below, choose the best answer from the choices given.

- 1** What is the correct resolution if you encounter the error below the NP Request?
 - a. Advise the customer to call the OSP to reactivate the line.
 - b. The number does not exist in the database. Call the customer and verify the number to be ported.
 - c. Escalate the ticket to floor supervisor.
 - d. Forward the ticket to the port escalation queue.



Read the questions below and provide the best answer

- 2** Utilizing Compensation Code Handout provide the correct code for the following Direct Markets:
 - a. Ameritech:
 - b. Washington:
- 3** List the fields that require input on the Number Portability Request screen.
- 4** List the fields that require input on the Number Portability Request screen.
- 5** In the example displayed, what is the port status?



- 6** List the information that must be included in the Case Notes.
- 7** What is Telegence?

Answer the below questions with a TRUE or FALSE.

- 8** The Port Eligibility Query tells us if a MDN is "OK" to Port.
- 9** Based on the BAN information shown here, this BAN is available to use.



- 10** If BAN availability is presently 3000 you can create a new BAN.

Chapter 4: Sprint Portal – MVNO.com

This chapter will review Sprint the assigned carrier for some Android phones. In addition, you will be able to support NET10 and Straight Talk customers who are active with Sprint using the mvno.sprint.com application.

Objectives

By the end of this chapter, you should be able to:

- Activate and port phones.
- Troubleshoot browser and voice features.
- Identify all known issues with different outages or events occurring on the Sprint network.
- List down the Support/Escalation process.
- Score at least 90% in the written quiz.

Sprint MVNO.com

Sprint MVNO.com is the provisioning interface for activating Android devices on the Sprint network. Sprint will never communicate with Straight Talk/Net10 customers. Representatives should use TAS for all customer interactions/tickets and refer to MVNO.com only when necessary to avoid sync issues or to access Sprint support applications.

Logging In

Select the [Sprint Portal Link](#) on your desktop or in your browser's favorites list and then follow the steps below to log into the application.

- 1 Once the application is open, enter your [User ID](#) and [Password](#).
- 2 Select [Continue](#).

Welcome to Sprint MVNO.com

User ID: TracMigr1
Password: *****
(case sensitive)

* Required

Use of Sprint Nextel computing systems is restricted to authorized use only. The use of any Sprint Nextel computing system may be monitored and recorded by Sprint Nextel for administrative and security reasons at any time. Your use of these computing systems constitutes consent to this monitoring. Sprint Nextel reserves the right to take appropriate action against anyone who accesses or uses, or attempts to access or use, any Sprint Nextel computing system improperly or without the appropriate authorization

- 3 The following page will be displayed. Select **Continue**.



Note

These phone numbers are for Sprint's internal use. You should not call any of these numbers or provide them to a customer.

IT APPLICATION AND NETWORK ESCALATION PATH (TPOC'S ONLY)

Refer to the Operations Manual for additional details and descriptions of IT and Network issues

Escalating issues: The escalation process should be followed if an issue falls outside the SLA (target resolution time frame).

ITS APPLICATION INTERFACE OUTAGES - P1 / P2 (Priority Level)
 To report an IT application outage call 866-524-2220, Option 5
 If there is no response and/or escalation needed (For P1/P2 Issues ONLY):
 1st contact: David Firestone - IT Wholesale Support 913-226-6335
 2nd contact: Mary Cerv - IT Manager 913-461-4994

NETWORK OUTAGES - P1 / P2 (Priority Level)
 During normal business hours contact your Network Service Manager.
 If there is no response and/or after hours contact:
 1st contact: Network Service Manager (on call) - 913-226-9767
 2nd contact: Gena Williams - Manager Network Service Management 913-488-2858

In parallel, for IT and/or Network outages please contact:
 Account Support Manager - the MVNO point of contact for operational issues
 If there is no response from the Account Support Manager call:
 Account Manager - (Aaron Kline 913-269-5392; Carol Foster 913-221-7276; Steve Brodd 913-908-7466)
 For Executive levels: Jim Setter - Director Service Management 913-226-4279

[Continue](#)

MVNO Home Screen

- From the home screen, select Subscription Search.
- Enter the Mobile Device Number (MDN = MIN) or Device ID (ESN/MEID/ Serial Number/IMEI).
- Port ID: Leave this field blank.**
- Select Search.

The screenshot shows the Sprint MVNO Home Screen. At the top, there is a yellow header bar with the Sprint logo and a float menu labeled "Home MDN Reservation > Home/Flash Messages (Float menu)". Below the header, the main content area has a title "Subscription Search". It contains three input fields: "Mobile Device Number (MDN)" with a yellow circle containing the number "2" over it, "Device ID (ESN / MEID)" with a yellow circle containing the number "2" over it, and "Port ID" with a yellow circle containing the number "4" over it. A note "Only one of these is required *" is displayed next to the fields. At the bottom right are two buttons: "Clear" and "Search".



Note

You will be able to view the functionalities assigned to your profile.

Navigation

Every screen has a set of possible links you can navigate to without having to re-enter the customer information.

Example: Once a subscription has been created, you can perform an inquiry and maintenance functions for that subscription (MIN/ESN) without having to re-enter the MDN (MIN) or ESN/Serial Number/MEID. In the example below, you would be able to perform any of the actions listed under Maintenance for the MDN (MIN) listed at the top.

You also have the option to float or lock the menu on the left-hand side menu.

- ✓ Select **Float menu** to keep the menu visible or floating in one place while the active screen scrolls.
- ✓ Select **Lock menu** to allow the menu to float or lock on the left.

This screenshot shows the 'Subscription Overview' page. At the top, it displays basic information: Partner Name: TRACFONE, MDN: 786-374-6930 (Active), PSID: 000003057605717, and Device ID: 268435460201913135. Below this, a floating menu is visible on the left, listing various maintenance options like Change Services, Suspend Subscription, and Expire Subscription. The main content area shows subscription details: MDN Status: Active, Effective Date: 07/20/2011, Expiration Date: (not shown), Port Status: No Customer Porting Activity, and Port Due Date: (not shown). It also lists price plans and services, each with their own tables.

Pre-Port Validation

Pre-port validation is the first step needed to perform port-in activation or port-in swap. A pre-port validation verifies that the end user's MDN is available to be ported.

Use the following steps to validate that a number can be ported.

- 1 From the Home screen, select on Port Activity, Pre-Port Validation.

This screenshot shows the 'Port Activity' section of the interface. On the left, there is a floating menu with options like Home, Inquiry, Maintenance, and Subscription Overview. The main panel shows a list of validation tasks: Pre-Port Validation (which is highlighted in green), MDN Reservation, List Pending Port-In, Fraud, and Port Search by MDN. To the right, there is a large blue button labeled 'Create New Subscription'.

- 2 The Pre-port Validation screen will appear. Enter the MDN and select Continue.

This screenshot shows the 'Pre-Port Validation' screen. On the left, a floating menu includes Home, Port Activity, MDN Reservation, Fraud, and Porting Messages. The main area has a title 'Pre-Port Validation:' and a form field labeled 'MDN:' with a placeholder box. Below the form are two buttons: 'Clear' and 'Continue'.

- 3 The Pre-port Validation result screen will display with the following information:

- **MDN:** Number entered from previous screen
- **Status:** Pre-port validation result
- **CSA:** The coverage area of the MDN
- Desired Due Date and Time: The estimated due date and time if the port request is submitted now
- **Number Portability Direction Indicator:** Indicates the type of port if it is porting from a wireless carrier or a wire-line carrier
- **Old Network Service Provider:** Name of the carrier who currently owns the number
- **NPA Split Information (if applicable):** If the MDN is involved in an NPA Split the following information will appear.



Note

If the MDN is involved in an NPA Split, only the new MDN can be submitted on the port request

- **New MDN:** same 7 digit number as entered before but with the new NPA assigned
- **Permissive Dialing Period Begin Date:** the date NPA split is due to begin and either NPA can be used for dialing purposes only
- **Permissive Dialing Period End Date:** the date the NPA split is due to be completed and only the new NPA can be used for dialing.

- 4 Select Continue with Activation (see Port-In Activation) or Continue with Swap (see Port-In Swap) to begin the port-in process.

To exit the Pre-Port Validation screen without starting the porting process, select Home from the left navigation menu.

Partner Name: TRACFONE

Home > Port Activity >Pre-port Validation

Pre-Port Validation Result

MDN: 9137946578
Status: PTN is eligible for Porting In
CSA: KCYKCK913
Desired Due Date & Time: 07/28/2011 07:00:01 CDT - Central Daylight Time
Number Portability Direction Indicator: C
Old Network Service Provider: LEVEL 3 COMM WRLN

Click on "Continue Activation" to activate your service for MDN 9137946578
Click on "Continue Swap" to swap a different number to the current MDN 9137946578

Continue activation > Continue swap >

Submit Port-In Request

Once a Pre-Port Validation has been completed and the number has been successfully validated and can be ported in, you can either perform a Port-In Swap or Port-in Activation.

Port-In Activations would be performed when an end user is transferring their MDN from one carrier to a new subscription with the MVNO. In this situation the end user would not already have service with the MVNO to which they are porting.

To perform a Port-In Activation, follow the steps below.

- From the Pre-port Validation Result screen, select Continue with Activation at the bottom of the page.

[Home](#) > [Port Activity](#) > [Pre-port Validation Result](#)

Pre-port Validation Result

MDN: 913-794-6578

Status: '0000' - PPV Success

CSA: KCPK1204

Desired Due Date & Time: 06/24/2004 10:00:00 PM CST - Central Time Zone

Number Portability Direction Indicator: Wireless to Wireless

Old Network Service Provider: Verizon

MDN 913-794-6578 has undergone an NPA Split.

The New MDN for Port-In is listed below.

New MDN: 816-794-6578

Permissive Dialing Period Begin Date: 05/03/2004

Permissive Dialing Period End Date: 06/08/2004

Click on 'Continue Activation' to activate your service for MDN 816-794-6578 .

Click on 'Continue SWAP' to swap a different number to the current MDN 816-794-6578 .

[Continue with Activation](#)

[Continue with Swap](#)

- Port-In Request screen will display the following fields, enter the appropriate information and then select Continue.

Field	Description
MDN	Number pre-populated from the previous screen
Authorization by	Name of the person who is authorizing the port request
First/M/Last Name	Individual's name as it appears with the old carrier
Business Name	Business name as it is listed with the old carrier  Note Either the First/M/Last Name or the Business Name is required to submit the port request.
SSN (optional)	Customer's Social Security Number as it is listed with the old carrier
Tax ID (optional)	Tax ID as it is listed with the old carrier, only if applicable for business account
Old Account Number (required)	The account number listed on the customer's invoice from the old carrier
PIN/Password (optional)	The PIN/Password as it is listed with the old carrier
Port Due Date and Time	A port due date and time must be chosen. Allow 3.5 hours for a wireless to wireless port and five days for an inventory order or a wire-line to wireless port.
Date Submitted	Auto-populated with current date and time
Reason for Update (optional)	
Street/House Number (required)	The street number as it is listed with the old carrier
Direction (required)	The street direction (N, S, NE, etc) as it is listed with the old carrier

Street Name & Appt./Suite # (required)	Name of the street as listed with the old carrier
City (required)	City name as it is listed with the old carrier
State (required)	State abbreviation as is listed with the old carrier
Zip Code (required)	Zip Code as it is listed with the old carrier

- 3 The Subscriber Screen will display. Enter the information for the following fields and click Submit once completed.

- I Enter the ESN in the Device ID field.
- II Select a Price Plan from the dropdown menu.
- III Select the Services by clicking the box associated with the specific service.
- IV If Call Forwarding Services are needed, enter the destination number in the Call Forward Number and mark the Select Services box associated with the appropriate line item.
- V The Effective Date is the date the port request is due to be completed and is auto-populated.

Subscriber Activation:

I	Device ID: E234234234 CSA: KCYKC991 MDN: 913-123-1234
II	Price Plan: Select a Price Plan
III	Services:
	Service Name Select services
	Call Waiting <input type="checkbox"/>
	Call Forward <input type="checkbox"/>
	Vision <input type="checkbox"/>
	Picture Pack Cust <input type="checkbox"/>
IV	All Forwarding Services:
	Service Name Call Forward Number Select services
	Home Office Link Busy <input type="checkbox"/>
	Integrated Voicemail Service <input type="checkbox"/>
	One Number Service <input type="checkbox"/>
V	Effective Date: 12/25/2008
	<input type="button" value="Clear"/> <input type="button" value="Submit"/>

- 4 You will receive a confirmation and the following fields will be displayed. Select Done to return to the Subscription Overview screen.

- MDN
- MSID
- Device ID
- Price Plan
- Services
- Effective Date

Home > Successful Activation

Activation Successful

Request to activate has been processed.

MDN: 913-123-1234
MSID: 913111-1111
Device ID: 216141023730
Price Plan: BUNDLED 180MDN HSA FREE LD
Services: Caller ID Blocking
Effective Date: June 22, 2004

Activating in MVNO.com

3 Types of Activation:

- 1 New customer Activation. New to the service and not part of the porting process.
- 2 Activation with a reserved MDN (MIN): Deactivated customers with the MDN (MIN) reserved.
- 3 Port-In Activation: new customers that bring their number with them.

Activating an End user

- Select Create New Subscription tab.

- Subscription Activation screen appears. Select the desired services. The CSA field cannot be changed in this screen. The NPA will appear if the MVNO selected from a drop-down list.

Subscription Activation

Device ID: 268435460201913135
CSA: MIAMIJ05 Select Different CSA
NPA: 305
Price Plan: PDA PRICE PLAN - STRAIGHTTALK
Services:

Service Name	Select services
BLOCK-DISABLE DATA	<input type="checkbox"/>
MO SMS BLOCKING	<input type="checkbox"/>
MT SMS BLOCKING	<input type="checkbox"/>
VOICEMAIL	<input checked="" type="checkbox"/>

Call Forwarding Services: Service Name Call Forward Number Select services
Effective Date: 07/20/2011

Clear Submit

Fill in the following information on the Activation screen.

- Device ID:** required field
 - ESN/Serial Number- can be DEC or HEX
 - MEID
- NPA:** can be changed if more than one NPA is available in the CSA.
- Price Plan:** selected from the dropdown box. Many common services (ex. Caller ID) are often bundled in the price plan.
- Services:** list additional services that are not bundled with the price plan (ex. Voicemail). Place a check in the box of the services to be added.
- Effective Date:** Month/Day/Year, defaults to current date. End user can choose a day in the future (up to 30 days).

- Select Submit to continue with the Activation process.

Sprint does not activate the Voicemail by default. When activating a phone through the MVNO.sprint.com tool, you must check the Voicemail box to enable Voicemail for the user upon activation.



Note

The system will assign a MDN (MIN) from the number pool and return the number to the MVNO as part of the confirmation notice.

- 4** Confirmation screen will appear with the following information. Select Done to complete the Activation and display the Subscription Overview.
- MDN: Customer's assigned number
 - MSID: Network ID assigned to each user. The MDN (MIN) and MSID need to be programmed into the handset.
 - Device ID: ESN/Serial Number
 - Price Plan selected
 - Services selected
 - Call Forwarding Services will be detailed here, if selected.
 - Effective Date selected

The screenshot shows a confirmation message: "Activation Successful" with the sub-message "Request to activate has been processed." Below this, a yellow box displays activation details:

- MDN: 7863746930
- MSID: 000003057605717
- Device ID: 268435460201913135
- Price Plan: PDA PRICE PLAN - STRAIGHTTALK
- Services: VOICEMAIL
- Call Forwarding Services: (empty)
- Effective Date: 07/20/2011

A yellow "Done" button is at the bottom.

The Subscription Overview page will be displayed with the assigned MDN (MIN).

The screenshot shows the "Subscription Overview" page. It includes the following sections:

- Header:** Partner Name: TRACFONE, MDN: 786-374-6930(Active), MSID: 000003057605717, Device ID: 268435460201913135
- Breadcrumbs:** Home > Subscription Overview
- Section Headers:** Home, Inquiry >, Maintenance >, Subscription Overview (Float menu)
- Subscription Status:** MDN Status: Active, Subscription Effective Date: 07/20/2011, Subscription Expiration Date: (empty)
- Port Status:** Port Status: No Customer Porting Activity, Port Due Date: (empty)
- Price Plan:** Price Plan Name: PDA PRICE PLAN - STRAIGHTTALK, Effective Date: 07/20/2011, Expiration Date: (empty)
- Services:** Service Name: VOICEMAIL, Effective Date: 07/20/2011, Expiration Date: (empty)
- Call Forwarding Services:** (empty)

Activate Pending Subscription

Activate Pending Subscription allows the activation with a Reserved MDN (MIN).

- 1** From the Home page, select MDN Reservation then select Activate Pending Subscription.

The screenshot shows the "MDN Reservation" sub-menu. The "Activate Pending Subscription" option is highlighted in yellow.

- 2** The reserved MDN (MIN) screen will be displayed. Enter the following information and select Submit. Required Fields:
- ✓ MDN (MIN)
 - ✓ Device ID
 - ✓ Click the calendar icon to select the desired Activation Date.

The screenshot shows the "Activate Pending Subscription" form. It contains three input fields:

- MDN: * 4046976652
- Device ID: * 268435460701569339
- Activate On: * 09/20/2011 (with a calendar icon)

At the bottom are "Cancel" and "Submit" buttons.

- 3** If there is no error, the Subscription Overview screen will be displayed.

The screenshot shows the 'Subscription Overview' page. At the top, it displays 'MDN: 404-697-4452(Active)', 'MSID: 000006782745041', 'Device ID: 268435460701569339', and 'Device Status: Active'. Below this, the 'Subscription Overview' section shows a message: 'Reserved subscription activation for 4046976652 was successful.' It lists the following details:

- MDN Status: Active
- Subscription Effective Date: 09/20/2011
- Subscription Expiration Date:
- Port Status: No Customer Porting Activity
- Port Due Date:
- Price Plan: FOA PRICE PLAN - STRAIGHTTALK (Effective Date: 09/20/2011, Expiration Date:)
- Services: VOICEMAIL (Effective Date: 09/20/2011, Expiration Date:)
- Call Forwarding Services: (Service Name, Effective Date, Expiration Date, Call Forwarding Number)

Port-In Inquiry

A port-in inquiry is performed to view the status of a port-in request. A valid port status can be: port-in progress, port-in provisioning complete or port-in canceled.

To perform a port-in inquiry, go the home screen and search for the subscriber with the port-in request.

- 1** On the Subscription Overview screen, select Port-In Activity, then Port Inquiry.

The screenshot shows the 'Subscription Overview' page with the 'Port-In Inquiry' option selected in the left navigation menu. The main content area displays the following information:

- Port Validation: Status: Active, Date: 12/12/2008
- Port Inquiry: Status: Active, Date: 12/12/2008
- Cancel Pending Port-In: Status: Active, Date: 12/12/2008
- Modify Port-In Request: Status: Active, Date: 12/12/2008
- Change Port-In Due Date: Port Due Date: 12/12/2008
- Price Plan: Bundle of Peak 180 minutes (Effective Date: 07/19/2004, Expiration Date:)
- Services: Call Waiting (Effective Date: 07/19/2004, Expiration Date:), Call Forward (Effective Date: 07/20/2004, Expiration Date: 08/10/2006), Vision (Effective Date: 07/20/2004, Expiration Date:), Picture Pack Cust (Effective Date: 07/20/2004, Expiration Date:), 100 Text Message (Effective Date: 10/01/2008, Expiration Date:)

- 2** The Port Inquiry Result screen will display the following fields. Review the information.

The screenshot shows the 'Port-in Inquiry Result' screen. At the top, it displays 'Partner Name: TRACFONE' and 'MDN: 201-642-7876'. The main content area shows the following details:

- User Time Zone: Central Time
- Port ID: 4093079
- Port Status: PI - Port-In in progress
- Default Due Date and time: 11/06/2013 07:00:00 CST - Central Standard Time
- Actual Due Date and time: 11/06/2013 07:00:00 CST - Central Standard Time
- Date Submitted: 11/05/2013 09:14:00 CST - Central Standard Time
- Clarify Ticket Number:
- Other Service Provider SPID: 4123

- User Time Zone:** Central time always displayed
- Port ID:** The identifier of the port request
- Port Status:** The current status of the port request
- Default Due Date and Time:** The original due date and time of the port request
- Actual Due Date and Time:** If the due date and time has changed on the port request from when it was originally submitted, the current due date and time will be provided here
- Date Submitted:** Date and Time port request was submitted, time is always in Central time
- Clarify Ticket Number:** Ticket Number from Clarify, if applicable
- Other Service Provider SPID:** The name and ID of the other service provider involved in the port request.

- 4 Select Done to return to the Subscription Overview screen.

Home > Port Activity > Port-In Swap Successful

Port-In Swap MDN Successful

Old MDN: 913-638-0273
 New MDN: 913-890-2319
 MSID: 913111-1111
 Default Due Date: 06/22/2004

Done

Port-In Pending List

List All Pending Port-Ins, provides a snapshot of each port-in and its current status. To list all pending port-ins:

- 1 On the Home screen, select Porting Activity then select List All Pending Port-Ins.

The screenshot shows a software interface with a navigation bar at the top. The 'Port Activity' tab is active. Below it, a dropdown menu is open with 'Fraud' and 'List All Pending Port-Ins' options. To the right, there's a search section labeled 'Subscription Search' with fields for 'Mobile Device Number (MDN)', 'Device ID (ESN / MEID)', and 'Port IDs', followed by a 'Continue' button.

- 2 The following list will appear. If there is no pending port-ins, the screen will not display any results and only the headings will appear.

List All Pending Port-In			
MDN	MDN Status	Port Status	Port Due Date
913-541-2004	Reserve	Pending Swap	06/12/2004
913-541-2004	Reserve	Pending Activation	06/12/2004
913-541-2004	Reserve	Pending Activation	06/12/2004
913-541-2004	Reserve	Pending Activation	06/12/2004
913-541-2004	Reserve	Pending Activation	06/12/2004

To view the details of each port, click the desired MDN. The MDNs are hyperlinks to the details.

- The information displayed on the screen will be sorted by Due Date.
- The first 500 records will display. To view the next set of data, click the Page Link button at the bottom of the screen.

- 3 Once the MDN is selected, the details of the port will be displayed with the following information.

- **User Time Zone:** Always Central Time
- **Port ID:** Systematically generated number to identify the port request
- **Port Status:** Status of the port request within Sprint's system
- **Default Due Date and Time:** Original due date and time set on the port request

Port Inquiry Result:

User Time Zone Central Time

Port ID: 12

Port Status: Port Complete

Default Due Date and Time: 06/24/2004 10:00:00 PM CST - Central Standard Time

Actual Due Date and Time: 06/29/2004 10:00:00 PM CST - Central Standard Time

Date Submitted: 06/24/2004 10:00:00 PM CST - Central Standard Time

Clarify Ticket Number: 123456

Back

Done

- **Actual Due Date and Time:** If the due date and time was changed, the revised due date will be displayed
- **Date Submitted:** Date port request was created and submitted
- **Clarify Ticket Number:** Clarify ticket number, if applicable, will be displayed.

- **Back:** This will take you back to the List of all Pending Port Ins.
- **Done:** This will take you to the Subscriber Overview screen.

Port Message Activity Log

The port message activity log provides you the ability to view the activity performed on a particular porting message.

To view the activity on a porting message:

- 1 On the Subscription Overview screen, select Porting Messages.

Subscription Overview:

MDN Status: Active
MDN Effective Date: 12/12/2008
MDN Expiration Date:
Port Status: Active
Port Due Date: 12/12/2008

Price Plan	Name	Effective Date	Expiration Date
Bundle of Peak 180 minutes		07/19/2004	

Services:

Service Name	Effective Date	Expiration Date
Call Waiting	07/19/2004	
Call Forward	07/20/2004	08/10/2006
Vision	07/20/2004	
Picture Pack Cust	07/20/2004	
100 Text Message	10/01/2008	

- 2 Port Message Query screen will display. Enter the MDN (MIN) in the appropriate field and select search.

Port Message Query

MDN: From Date: Transaction Status:

Message Type: To Date: Port Out Response:

Note: All date/times are displayed in Central Time (CT)

Port Message Result

Export Messages								
MDN	Message Create Date/Time	Message Type	Due Date/Time	SUP	Part Id	Response Type	Port Out Response	Transaction Status
913-123-1234	05/12/2008 12:00	Port Out Request	05/15/2008 12:00	0	94255418	R	Yes	Send Successful
913-783-6574	06/13/2008 12:00	Port Out Request	06/15/2008 12:00	1	94256412	R	No	Send Failed
913-234-5654	12/14/2008 12:00	Due Date & Time	12/15/2008 12:00	0	14045433	R	NA	Message Stored

- 3 The port messages will appear under the Port Message Result section of the screen for the MDN.
 - ✓ To view the details of each port, point and select on the desired MDN. The MDNs are hyperlinks to the details.
 - ✓ Select Activity Log.

Port Message Detail

Message Type:	Port Out
MDN:	4022490034
Partner ID:	50000432
First Name:	John
Last Name:	Smith
Business Name:	MVNO
Street Number:	600
Street Name:	GRAND VICTORIA DR
Direction:	SW,
City:	RISING SUN
State:	IN
Zip Code:	47040-9311
Country:	US
SSN/TaxID:	00-0002091
Account #:	SM0000006GVA6PC
Password/PIN:	grand11
Remarks:	correct son is required, Inc matt
Port ID:	94055438
Request #:	6664006170207940
Response Type:	R
Due Date & Time:	4/17/2007 03:46
Reason Code:	28
Reason Detail: correct son is required	
Delay Code: 6L	
SUP: 0	
NSP Account #:	
OSP Account #:	
Message Code: 50A10021	
Message Text: Other Provider 6214 subscription created, Port	
Original DDT: 10/01/2007 16:55	
Revised DDT: 11/02/2007 10:11	
Action Code: DAC	
NLSP:	
NNSP:	
OLSP:	
ONS:	
Other Carrier Contact Name: Triton-PCS-Rep	
Other Carrier Contact Phone: 785-193-5777	
Send Response Activity Log Done	

- 4 The Port Activity Log screen will display the following information. To return to the Message Detail screen, select Done.

[Coverage](#) | [Trouble Tickets](#)

Partner Name: TRACFONE

[Home](#)
[Porting Messages](#)
 (Port menu)

Home > Port Message Query > Port Message Detail > Port Message Activity Log >

Port Message Activity Log

Transaction Status	Date/Time
Message Queried	11/12/2013 11:51
Message Stored	10/23/2013 10:48

[Done](#)

Modify a Port-In Request

This action is performed to correct/add information requested in a Resolution Required Response.

To modify a port-in request, select the subscription with the port request and follow the steps below.

- 1 On the Subscription Overview screen, select Port Activity.
- 2 Select Modify Port-In Request.

The screenshot shows the 'Subscription Overview' page. In the top left, there's a navigation tree: Home > Subscription Overview > Maintenance > Inquiry > Port Activity. A yellow circle labeled '1' is over the 'Port Activity' menu item. Below it, another yellow circle labeled '2' is over the 'Modify Port-In Request' link under the 'Porting Messages' section. The main area displays various subscription details like Port Due Date (12/12/2008), Price Plan (Bundle of Peak 180 minutes), and Services (Call Waiting, Call Forward, Vision, Picture Pack Cust, 100 Text Message).

- 3 The Modify Port-In Request screen will appear. Fields with the red * are required fields.

- I Modify the appropriate information. If Port Due Date and Time is in the past, it will be updated to a future date and time.
- II Enter the reason for the update.
- III Select Submit.

The screenshot shows the 'Modify Port-In Request' form. It includes fields for Authorization By (XYZ), Port ID (1234), Other Service Provider SPID (912923), and Personal Information (First / M / Last Name: John M Smith, Business Name: Business Name, SSN: 1234567890, Tax ID: 1234567890, Old Account Number: 1234567090, Pin / Password: asdfasdf). A note says 'Only one of these is required'. It also has sections for Old Service Provider Address (Street / House Number: 6100, Direction: E, Street Name & Appt./Suite #: Sprint Parkway, City: Overland Park, State: KS, Zip Code: 66201, 1234) and a Date Submitted field (06/19/2004 10:00:00 PM CT - Central Standard Time). At the bottom are 'Reason For Update' (II), 'Cancel', 'Submit' (III), and a 'Done' button.

- 4 Modify Port-In Request Successful screen will display. Select Done, to return to the Subscription Overview screen.

The screenshot shows a success message: 'Home > Port Activity > Modify Port-In Request Sucessful'. The main title is 'Modify Port-In Request Successful'. Below it, the Port ID is 12, Port Status is '0000' Port Complete, Default Due Date and Time is '06/24/2004 10:00:00 PM CST - Central Standard Time', and the Old Network Service Provider is Verizon. At the bottom is a 'Done' button.

Checking the Status of the Port

- The Port Status should display Port Provisioning under Porting Messages.

This screenshot shows the 'Port Message Query' page. At the top, there are fields for 'MDN' (2602423035), 'From Date' (03/19/2014 14:35), 'To Date' (03/19/2014 14:35), 'Transaction Status' (ALL), and 'Port Out Response' (ALL). Below these are 'Clear' and 'Submit' buttons. A note states 'Note: All date/times are displayed in Central Time (CT)'. The 'Port Message Result' section contains a table with columns: MDN, Message Create Date/Time, Message Type, Due Date/Time, SUP, Port Id, Response Type, Port Out Response, and Transaction Status. The table shows four rows of data, all of which have 'Message Stored' in the Transaction Status column.

- Check if the MDN is already active in MVNO with the correct MED/ESN, Rate Plan and MSID.

This screenshot shows the 'Subscription Overview' page. It displays the MDN (260-242-3035 Active), PISID (00000260582339), Device ID (dec) (268435460906019331), and Device ID (hex) (A00000315BD903). The 'Subscription Status' is listed as 'Active'. Below this, it shows 'Subscription Effective Date' (03/19/2014) and 'Subscription Expiration Date'. The 'Port Status' is listed as 'No Customer Porting Activity'. The 'Port Due Date' is also shown. There are tables for 'Price Plan' and 'Services'. The 'Price Plan' table shows 'PDA PRICE PLAN - STRAIGHTTALK' with 'Effective Date' (03/19/2014) and 'Expiration Date' (03/19/2014). The 'Services' table shows 'VOICEMAIL' with 'Effective Date' (03/19/2014) and 'Expiration Date' (03/19/2014). A 'Call Forwarding Services' table is also present.

- PEARS will display Sprint as the Current Service Provider.

This screenshot shows the 'Check Portability And Reference Services (PEARS)' page. It has a search bar for 'Phone number(s)': 2602423035. Below it is a note about portability by phone and valid formats. There is a 'Check Port Eligibility/Reference Data' button and a 'Clear' button. The 'Portability Results' section contains a table with columns: Phone Number, Portable, Current Service Provider, Current Service Provider Type, Current LBN, LBN Required, GSN Available, Market Type, Market Code, Sub Market Code, and Rate Center/Service Area. One row is highlighted with yellow, showing '260-242-3035', 'Yes', 'SPRINT PCS', 'WIRELESS', '26051159462', 'No', 'Yes', 'TLG', 'IND', '429', and '003583003040'. At the bottom, there is application support information and a copyright notice.

Completing a Port in TAS

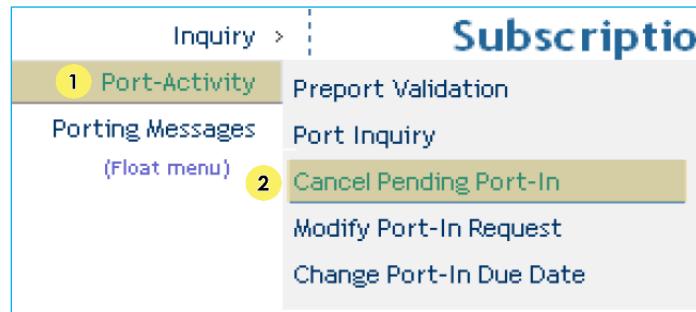
Once it's determined that the port is already completed on the carrier side, you may follow step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section for your reference.

Port-In Cancel

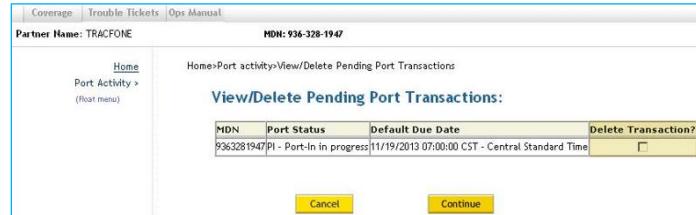
A port-in cancel would be performed if an end user decides not to port. A port-in cancel should not be submitted if the due date and time is 60 minutes or less from the current date and time.

Go to the Home screen, enter the MDN from the port request you wish to cancel and select Continue.

- 1 The Subscription Overview screen will display. Select Port Activity.
- 2 Select Cancel Pending Port-In.



- 3 The View/Delete Port Transactions screen will display. Click the box in the column entitled Delete Transaction, and then select Continue to cancel the port.



- 4 The Delete Port-In Confirmation Screen will be displayed. Select Submit, to continue or Cancel to return to the Subscription Overview screen.

The Subscription Overview screen will be display, with the message Pending Port Transaction has been successfully cancelled.

Delete Port-In Confirmation:

Are you sure you want to DELETE the following Port-In?

MDN Status: Reserved

Port-In Status: Pending

Default Due Date: 12/12/2008

Cancel

Submit

Submit Port-In Swap

Port-In Swaps are performed when an end user currently has service with TracFone but wants to swap the MDN (MIN) with another MDN (MIN) which is active with a different carrier.

- 1 On the Pre-Port Validation Result screen, select **Continue swap** at the bottom of the page.



- 2 The Port-In-Swap screen will be displayed. Enter the existing MDN which will be swapped with the Port-in MDN and select **Continue**.

Home > Port-In Swap

Port-In Swap

Existing MDN :

Desired Port-In MDN : 3055052071

Cancel **Continue**

- 3 The Port-In-Request screen will appear. Complete the fields and select **Continue**.



Note

Either the First/M/Last Name or the Business Name is required to submit the port request.

Port-In Request

MDN: 913-123-1234
Authorization By: XYZ
Personal Information:
First / M / Last Name: John M. Smith
Business Name: Business Name
SSN: 1234567890
Tax ID: 1234567890
Old Account Number: 1234567890
Pin / Password:
Port Due Date and Time: CT
Data Submitted: 06/19/2004 10:09:00 PM CST - Central Standard Time
Reason For Update:
Old Service Provider Address:
Street / House Number: 6100
Direction: E
Street Name & Apt./Suite #: Sprint Parkway
City: Overland Park
State: KS
Zip Code: 66201-1234

Cancel **Continue**

- 4 Port-In Swap MDN Successful screen will display. Select Done to return to the Subscription Overview screen.

Home > Port Activity > Port-In Swap Successful

Port-In Swap MDN Successful

Old MDN: 913-638-0273
New MDN: 913-890-2319
MSID: 913111-1111
Default Due Date: 06/22/2004

Done

Resolution Required Reason and Delay Codes

Responding to Port Requests

Carriers (including Straight Talk/NET10) use standard RCODEs (Reason) and DCODEs (Delay) to communicate and respond to port requests.

When responding to a port-out request with any response type other than 'C' (for confirmation), the carrier/Straight Talk/NET10 must respond with a code from the RCODE list below. You should not respond with a DCODE, it should only be used for exceptions.

If an RCODE or DCODE is received from another carrier/MVNO, take the action stated in the Tasks column.

RCODE

Reason Code	Details	Tasks
6A	MDN not found/does not belong to this provider.	<ul style="list-style-type: none"> ▪ Double check the MDN. ▪ Re-enter the MDN. ▪ If another 6A is received, call end user and service provider to verify the MDN.
6C	Customer Information does not match.  Note Should only be used in cases where no other RCODEs beginning with 8 are applicable.	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
6K	Administrative number, not portable.	<ul style="list-style-type: none"> ▪ Contact the other service provider. ▪ Send a port modification with updated information.
7A	Specific LNUM/MDN is valid; errors with other LNUMs/MDNs within request.	<ul style="list-style-type: none"> ▪ Contact the other service provider. ▪ Send a port modification with updated information.
8A*	Account number required or incorrect.	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
8B*	SSN/Tax ID required or incorrect.	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
8C*	Password/PIN required or incorrect	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
8D*	Zip Code required or incorrect.	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
8E	First Name required or incorrect	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
8F	Last Name required or incorrect	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification with updated information.
8G	Business Name required or incorrect	<ul style="list-style-type: none"> ▪ Call end user to verify information. ▪ Send a port modification.



The codes marked with an asterisk (*) are codes used frequently.

DCODE

The following table lists delay codes with details and tasks you must follow to resolve the issue. These codes should not be used to respond to a port-out request.

Reason Code	Details	Tasks
6H	System Outages	<ul style="list-style-type: none">▪ Other Service Provider is unable to complete port due to unexpected system outages.▪ Wait for the other service provider to send a RCODE or confirmation.▪ If needed, change the due date and time to allow the service provider time to resolve the outage issues.
6J	High Volume	<ul style="list-style-type: none">▪ Unable to complete port at expected due date and time, because of high port volume.▪ Wait for the other service provider to send a RCODE or confirmation.▪ If needed, change due date and time.

Change Port-In Due Date

This action is performed if:

- The other carrier sends a Resolution Required Porting Reason Code stating “Due date and time cannot be met.”
- The MVNO expects its systems to be down and prefers for the action to take place at a time convenient for them.

You cannot change the due date and time until after the initial port has reached the other service provider and they have had a chance to respond. A due date and time change can only be made up to 60 minutes before the due date and time on the port request.

To change the Port-In Due Date and Time, select the subscription with the port-in request and follow the steps below.

- 1 On the Subscription Overview screen, select Port-Activity.
- 2 Select Change Port-In Due Date.

Subscription Overview:

Port Inquiry	us: Active	
Cancel Pending Port-In	te: 12/12/2008	
Modify Port-In Request	te:	
Port Due Date: 12/12/2008		
Price Plan:	Price Plan Name Effective Date Expiration Date	
bundle of Peak 180 minutes 07/19/2004		
Services:	Service Name Effective Date Expiration Date	
Call Waiting 07/19/2004		
Call Forward 07/20/2004 08/10/2006		
Vision 07/20/2004		
Picture Pack Cust 07/20/2004		
100 Text Message 10/01/2008		

- 3 The Change Port-In Request Due Date and Time screen will display.



Note

When changing the due date and time on a port request, the time must be selected before the date.

- i Select the Calendar icon.

New Due Date and Time:

- ii Select the hour box at the bottom of the calendar.

Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
44						1	2	
45	3	4	5	6	7	8	9	
46	10	11	12	13	14	15	16	
47	17	18	19	20	21	22	23	
48	24	25	26	27	28	29	30	
Thu, 6. Nov 2008							08	00

- iii Select a time for the port-in to be completed. The time displayed is Central Time.

- ✓ Select the minus sign at the top of the list to go to a smaller time.
- ✓ Select the plus sign at the bottom of the list to go to a larger time.
- ✓ The time will be displayed in 24 hours.
- ✓ Do the same for minutes if needed.
- ✓ Select the date from the calendar.

Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
44						1	2	
45	3	4	5	6	7	8	9	
46	10	11	12	13	14	15	16	
47	17	18	19	20	21	22	23	
48	24	25	26	27	28	29	30	
Thu, 6. Nov 2008							08	00

Let's Review

Read the questions below and provide the best answer.

- 1 What is Sprint's billing system?
- 2 What is the Carrier ID's for the following brands?
 - ✓ NET10:
 - ✓ Straight Talk:
- 3 What is the Rate Plan for?
 - ✓ NET10:
 - ✓ Straight Talk:
- 4 List the fields you will need to fill in when submitting a port in request. See the image below.

The screenshot shows a 'Port-In Request' form. It includes fields for MDN (3604795816), Authorization by (a dropdown menu), Personal Information (First / M / Last Name and Business Name), and Old Service Provider Address (Street / House Number, Direction, Street Name & Appt./Suite#, City, State, Zip Code). There is also a note: 'Only One of these is required *'. Buttons at the bottom include 'Cancel' and 'Continue'.

- 5 What fields should be selected and filled in on the Subscription Activation screen?

The screenshot shows a 'Subscription Activation' form. It includes fields for Device ID, CSA (SEASIL360), MDN (3604795816), Price Plan (dropdown menu), Services (checkboxes for various options like BLOCK-DISABLE DATA, MO SMS BLOCKING, etc.), Call Forwarding Services (checkboxes for Service Name, Call Forward Number, Select services), and Effective Date (11/02/2011). Buttons at the bottom include 'Clear' and 'Submit'.

- 6 What are the submission notes?

Chapter 5: T-Mobile Admin Tool

This chapter will present you with an overview of the steps to be taken when processing a port request for T-Mobile requests.

Objectives

By the end of this chapter, you will be able to:

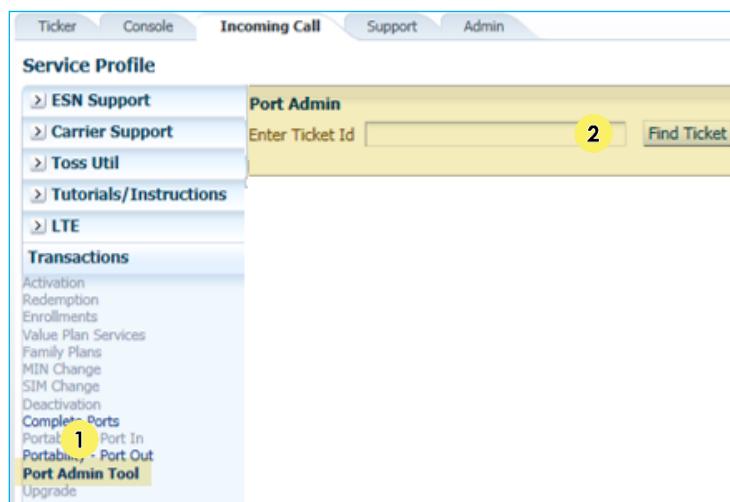
- Define SUI.
- Discuss the different pages and buttons throughout SUI.
- Perform a Port in for T-Mobile.
- Apply the steps to check the status of a ported line in SUI
- Score at least 90% in the written examination.

T-Mobile Admin Tool – SUI

The System User Interface Tool (SUI) is a User Interface that assists you, the representative, in processing a port to a T-Mobile Carrier. This tool is only for processing Ports to a T-Mobile carrier. T-Mobile no longer accepts communication by email.

To access the handset store, follow the steps below.

- 1 In TAS, go to Transactions and select Port Admin Tool.
- 2 Enter the T-Mobile Portability Ticket ID and Find Ticket.



- 3 Review the ticket to make sure all the information was completed.
 - **External ports:** All fields are required except for PIN and Address 2 field.



Note

WEB created cases do not populate all required fields. You will have to manually enter the missing information which will be saved in the Old Notes field.

- **Internal ports:** Contact information not required.

The screenshot shows the T-Mobile SUI tool interface. The top navigation bar includes links for Ticker, Console, Incoming Call, Support, and Admin. The main menu on the left lists ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, LTE, Transactions (Activation, Redemption, Enrollments, Value Plan Services, Family Plans, MIN Change, SIM Change, Deactivation, Complete Ports, Portability - Port In, Portability - Port Out), Port Admin Tool, and Upgrade.

Service Profile

Current Carrier: T-MO
Account Number: 940771632
Pin: 5275

Customer Information:
First Name: KOFFI
Last Name: ABA
Phone Number: 1197925442
Email: ENCOREBENIE@GMAIL.COM
SSN: *****

Address 1: 1752 Featherwood St
Address 2: 1197925442
City: Silver Spring
State: MD
Zipcode: 20904

Service Provider

Current Carrier Id: []
Current ESN: []
Activation Zipcode: 20904

New Notes: []

Old Notes: []

Assigned Carrier Information

Assigned Carrier: T-MOBILE PREPAY PLATFORM
Assigned Carrier Id: 193260
Sim: 8901260822122062626
Rate Plan: []

Buttons: Validate Port Eligibility, Save Ticket

The screenshot shows the T-Mobile SUI tool interface. The top navigation bar includes links for Ticker, Console, Incoming Call, Support, and Admin. The main menu on the left lists ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, LTE, Transactions (Activation, Redemption, Enrollments, Value Plan Services, Family Plans, MIN Change, SIM Change, Deactivation, Complete Ports, Portability - Port In, Portability - Port Out), Port Admin Tool, and Upgrade.

Current Service Provider

Current Carrier: T-MO
Account Number: 940771632
Pin: 5275

Customer Information:
First Name: KOFFI
Last Name: ABA
Phone Number: 1197925442
Email: ENCOREBENIE@GMAIL.COM
SSN: *****

Address 1: 1752 Featherwood St
Address 2: 1197925442
City: Silver Spring
State: MD
Zipcode: 20904

Assigned Carrier Information

Assigned Carrier: T-MOBILE PREPAY PLATFORM
Assigned Carrier Id: 193260
Sim: 8901260822122062626
Rate Plan: []

Buttons: Submit Port, Resubmit Port, Cancel Port, Port Status, Save Ticket

The SUI tool allows you to communicate with T-Mobile. The following buttons are used to send action items.

Submit Port (EPIR or PIR): Used to submit port in request to T-Mobile. The Submit Port button validates the eligibility of the MIN before submitting. Therefore, there is no need to validate the number before submitting the port.

Submit Port, Resubmit Port, Cancel Port, Port Status

Save Ticket

The message - **TracFone: Completed successfully** will appear on the top of your screen and the - Old Notes field will be updated. This message means that the action was sent and received by T-Mobile. **It does NOT mean that the Port was processed successfully.**

The Port was processed successfully response will not be returned automatically, you will have to check the port status to see if the port is complete.

T-Mobile tracks its request by MIN. If the MIN needs to be changed after a port has been submitted, you will need to:

- 1 Select Cancel Port.
-
- 2 Change the MIN and select Submit Port.
 - 3 By clicking the Port Status (PIS) you will be able to view the current status of a port in request, some of the most common status messages are: In progress, Delay, Resolution Required and Portability is Complete. An error message reference table has been included at the end of this manual.

If the Port Status returns as resolution required, the reason will be displayed in the - Old Notes field. Enter the correct information and select Resubmit Port resend the rejected port in requests.



Note

Update the necessary field with the correct information. If needed contact the customer or follow standard procedures for getting the correct information.

Once the Port is processed successfully by T-Mobile, continue with the pre-established portability process to complete a port.

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section for your reference.

Cancelling a Port Request

A port can be cancelled as long as it has NOT been approved by the Old Service Provider.

- To cancel a Port request, select the Cancel Port option.

When the port is cancelled, you will receive a confirmation message. This means that the request was received by T-Mobile; it does not mean the transaction has been cancelled.

Submit Port	Resubmit Port	Cancel Port	Port Status
Save Ticket			

- The Old Notes field will be updated. To confirm select Port Status.

Validating Port Eligibility

This option is used to determine if the MIN (Number being transferred) is eligible to be port-in.

- To Validate the MIN, select Validate Port Eligibility.

Once the validation is complete you will receive a confirmation message.

Additional Buttons

Save Ticket: Allows you to save information without submitting the port.



Note

To search for a new ticket, you need to scroll up and go back to the Port Admin page, enter the ticket number and select Find Ticket. Please make sure to save your changes prior to click Find Ticket.

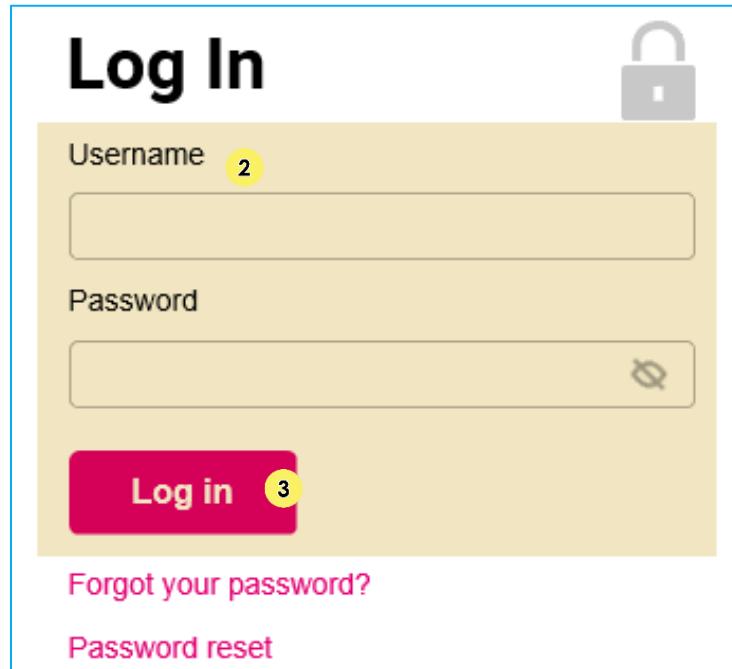


For T-Mobile Ports, make sure to use first the Port Admin Tool in TAS before Genesis. If an error was encountered while processing the port using the Admin Tool then use Genesis as backup.

Genesis Portability Process

To log in:

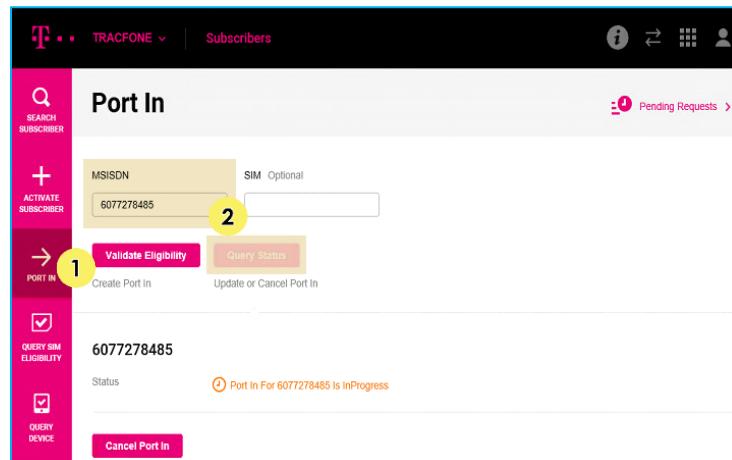
- 1 Access the link: https://genesisptl.t-mobile.com/web/guest/login?p_p_id=58&p_p_lifecycle=0&_58_redirect=%2Fsearch-subscriber%25RSS.
- 2 Enter the Username and Password.
- 3 Select Log in.



The image shows a login interface with a light beige background. At the top right is a grey padlock icon. Below it, the word "Log In" is written in large, bold, black letters. To the right of "Log In" is a yellow circle containing the number "3". Below "Log In" is a yellow circle containing the number "2". Below the "Log In" button is a blue "Forgot your password?" link and a blue "Password reset" link. On the left side of the form, there is a yellow circle containing the number "1". The form includes fields for "Username" and "Password", both with placeholder text and small icons. A large pink "Log in" button is centered at the bottom.

How to check a port status:

- 1 On the left hand side menu, select Port In tab.
- 2 Enter the ported MIN and select Query Status.



The image shows a screenshot of a mobile application interface titled "Port In". The top navigation bar includes the T-Mobile logo, the word "TRACFONE", a "Subscribers" tab, and a "Pending Requests" notification. The main content area has a white header with "Port In" and a sub-header "MSISDN". Below this, there is a text input field containing the number "6077278485" with a yellow circle containing the number "2" above it. To the right of the input field is a "SIM Optional" section with an empty text input field. Below the input fields are two buttons: "Validate Eligibility" (yellow) and "Query Status" (pink). A note below the buttons says "Create Port In" and "Update or Cancel Port In". At the bottom of the screen, there is a "Status" section showing the number "6077278485" and a note "Port In For 6077278485 Is InProgress". There are also "Cancel Port In" and "Update Port In" buttons at the bottom.

How to validate and submit a port:

- 1 On the left hand side menu, select Port In tab.
- 2 Enter the ported MIN and select Validate Eligibility.
- 3 Copy the results and paste it on the ticket notes.



Note

You can only continue submitting the port if the MSISDN is eligible for port in.

- 4 Select Create Port In.
- 5 Enter all required information and select Continue.
 - ✓ OSP Account Number
 - ✓ OSP Account Password (if available)
 - ✓ SIM
 - ✓ IMEI
 - ✓ Full Name
 - ✓ Billing Address

The screenshot shows the 'Port In' screen for T-Mobile. The left sidebar has icons for 'SEARCH SUBSCRIBER', '+ ACTIVATE SUBSCRIBER', 'PORT IN' (highlighted in yellow), 'QUERY SIM ELIGIBILITY' (highlighted in yellow), 'QUERY DEVICE', and 'CUSTOMER IMPACTING MESSAGES'. The main area has tabs for 'Port In' (selected) and 'Subscribers'. A search bar shows 'MSISDN 4252290300'. Below it are buttons for 'Validate Eligibility' (highlighted in yellow), 'Query Status' (disabled), 'Create Port In' (disabled), and 'Update or Cancel Port In'. The status section shows 'Status' with a note: 'MSISDN 4252290300 is Eligible To Be Activated Into T-Mobile Systems'. The service provider is listed as '6006'. At the bottom is a large yellow button labeled 'Create Port In' (highlighted in yellow).

The screenshot shows the 'Partner & Subscriber Details' page. The left sidebar has icons for 'SEARCH SUBSCRIBER', '+ ACTIVATE SUBSCRIBER', 'PORT IN' (highlighted in yellow), 'QUERY SIM ELIGIBILITY', 'QUERY DEVICE', and 'CUSTOMER IMPACTING MESSAGES'. The main area has tabs for 'Partner & Subscriber Details' (selected), 'Base Product & Pricing', 'Products', and 'Port In Response'. The 'Subscriber Details' section includes fields for 'OSP Account Number', 'OSP Account Password' (optional), 'SIM', 'Language' (set to English), 'Market ZIP' (optional), 'NGP' (optional), and 'IMEI' (optional). Below this is a section for 'Port in with:' with a radio button for 'New Activation (no Temp Number)' and checkboxes for 'Multiline' and 'Future Date & Time'. The 'Wholesale Address' section includes fields for 'Name', 'Address', 'Additional Address' (optional), 'City', 'State', 'ZIP Code' (optional), and 'ZIP 4' (optional). At the bottom are 'Continue' and 'Cancel' buttons.

Number Portability

2020

- 6** Select the Base Product (Brand) and Wholesale Pricing (Rate Plan) and select Continue.

Name	Description
<input checked="" type="radio"/> Simple Mobile	Simple Mobile
<input type="radio"/> Simple Mobile GoSmart	Simple Mobile GoSmart
<input type="radio"/> Tracfone	Tracfone
<input type="radio"/> Tracfone - Net10	Tracfone - Net10
<input type="radio"/> Tracfone - STW	Tracfone - STW
<input type="radio"/> Tracfone - SafeLink	Tracfone - SafeLink
<input type="radio"/> Tracfone - TelCel	Tracfone - TelCel
<input type="radio"/> Walmart	Walmart
<input type="radio"/> Walmart - SafeLink	Walmart - SafeLink

Wholesale Pricing	
<input checked="" type="radio"/> WPS - 00011769	MRC 1 - 00011769
<input type="radio"/> WPS - 00011775	MRC 1 - EMPL - 00011775
<input type="radio"/> WPS - 00011793	MRC 1 - MULT_EMPL - 00011793
<input type="radio"/> WPS - 00011787	MRC 1-MULT - 00011787
<input type="radio"/> WPS - 00011770	MRC 2 - 00011770
<input checked="" type="radio"/> WPS - 00011776	MRC 2 - EMPL - 00011776
<input type="radio"/> WPS - 00011794	MRC 2 - MULT_EMPL - 00011794
<input type="radio"/> WPS - 00011780	MRC 2-MULT - 00011780
<input type="radio"/> WPS - 00011771	MRC 3 - 00011771
<input type="radio"/> WPS - 00011777	MRC 3 - EMPL - 00011777
<input type="radio"/> WPS - 00011795	MRC 3 - MULT_EMPL - 00011795
<input type="radio"/> WPS - 00011789	MRC 3-MULT - 00011789
<input type="radio"/> WPS - 00011768	MRC Talk Test - 00011768
<input type="radio"/> WPS - 00011780	MRC Talk Test - EMPL - 00011780
<input type="radio"/> WPS - 00011785	MRC Talk Test - MULT_EMPL - 00011785

- 7 Under the Product page, do not touch the Products (SOC). Just select Submit Port In Request.
 - 8 Go back to Port In tab on the left hand side menu and check the port status.

Label

Products

	Type	Price \$	Description
<input type="checkbox"/> BBLRY	Date	BlackBerry	
<input type="checkbox"/> ISP	Date	WAP Service	
<input type="checkbox"/> LTE	Date	LTE	
<input type="checkbox"/> NCMMNO	Date	NCMMNO	
<input type="checkbox"/> BARDATA	Date	BlockData for Netflix	
<input type="checkbox"/> NC_DPLR_E	Date	Data ER	
<input type="checkbox"/> NC_DPLR_B	Date	Data IR Base	
<input type="checkbox"/> NC_DPLR_B	Date	Data (Data+IR)	
<input type="checkbox"/> NC_DPLR_TEHR	Date	Data - OnNet & International Roaming - Base	
<input type="checkbox"/> NC_DPLR_TEHR	Date	Data - OnNet & International Roaming - Tether (addon)	
<input type="checkbox"/> NC_DPLR_B	Date	Data OnNet 2 (Promo + Base + Addon + PayGo)	
<input type="checkbox"/> NC_DPLR_PRM1	Date	Data OnNet Promo - High	
<input type="checkbox"/> NC_DPLR_PRM2	Date	Data OnNetProms - High	
<input type="checkbox"/> NC_DPLR_PRM1	Date	Data OnNetProms - Low	
<input type="checkbox"/> NC_DPLR_PRM2	Date	Data OnNetProms - Low	
<input type="checkbox"/> NC_DPLR_PRM3	Date	Data OnNetProms - Low	
<input type="checkbox"/> NC_DPLR_PRM4	Date	Data - OnNet Promo - Low (F1 after base)	
<input type="checkbox"/> NC_DPLR_PRM5	Date	Data - OnNet Promo - Low (\$1 after base)	
<input checked="" type="checkbox"/> NC_DPLR_TEHR	Date	Data - OnNet Tether - Base	
<input type="checkbox"/> NC_DPLR_TEHR	Date	Data - OnNet Tether (addon)	

← Prev Next → | 2

Send Activation Request Cancel

Sheet 23 of 140 | v

How to Modify a Port:

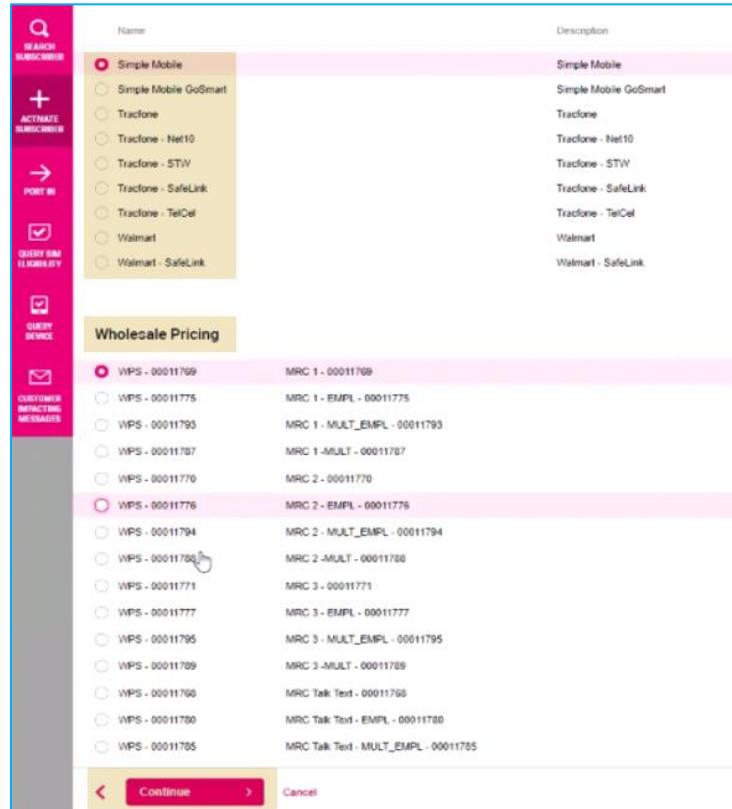
- 1 Go to Port In tab on the left hand side menu.
- 2 Enter the ported MIN and select Query Status.
- Note**
You can only modify the port if the status is in Resolution Required.
- 3 Select Update Port In.

The screenshot shows the TRACFONE Port In interface. A yellow circle labeled '1' highlights the 'Validate Eligibility' button. A yellow circle labeled '2' highlights the 'Query Status' button. A yellow circle labeled '3' highlights the 'Update Port In' button.

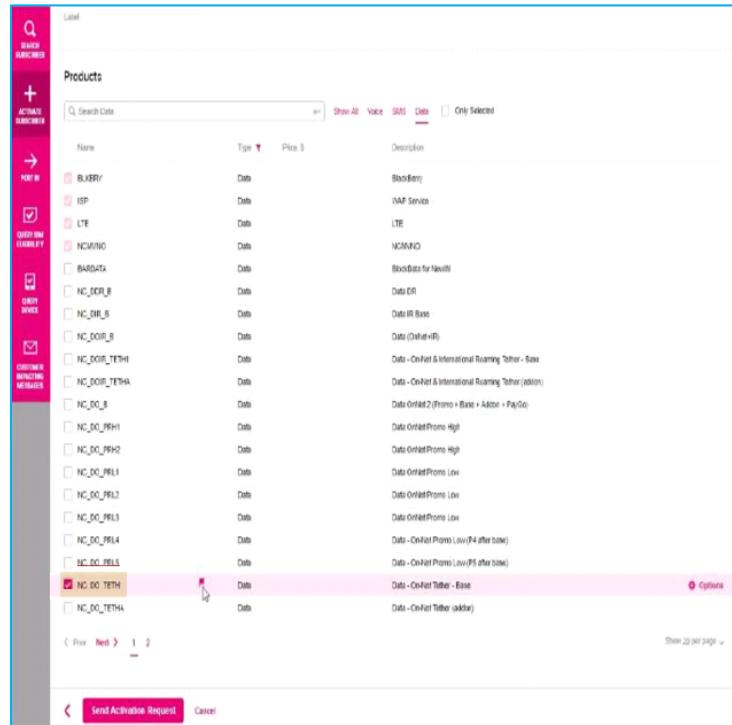
- 4 Edit the required information and select Continue.

The screenshot shows the TRACFONE Port In - 9493268538, TRACFONE page. A yellow circle labeled '4' highlights the 'Continue' button at the bottom of the page.

- 5 Select the Base Product (Brand) and Wholesale Pricing (Rate Plan) then select Continue.



- 6 Under the Product page, do not touch the Products (SOC). Just select Update Port In.
 7 Go back to Port In tab on the left hand side menu and check the port status.



How to Cancel a Port

- 1 Go to Port In tab on the left hand side menu.
- 2 Enter the ported MIN and select Query Status.
- 3 Select Cancel Port In.



Note

You can only cancel a port if there is a request submitted.

- 4 Go back to the Port In ticket in TAS and add notes then proceed with cancelling the port in ticket.

How to Determine a Port is complete

- 1 Go to Port In tab on the left hand side menu.
- 2 Enter the ported MIN and select Query Status.
- 3 Status should be **Port In For XXXXXXXXXX is Complete** which means port is now confirmed.

- 4 Go to the Search Subscriber on the left hand side menu.
- 5 Enter MSISDN and select Search.
- 6 Verify if the MSISDN is now active with the correct IMEI and SIM.

MSISDN	Partner	SIM	IMSI	IMEI	Account ID	Static IP	ML	Pool	Port In	Port Out	Port In status	Status
6077278485	GENTRCFN	8001280029180544810	310260028054481	015293008258281	10440948624	No	No	Port In from Other Carrier	No	Complete	Active	

- 7 Select the MSISDN and check if the Rate Plan is the same in TAS.

The screenshot shows the Simple Mobile TAS interface. On the left, there's a sidebar with various icons: SEARCH SUBSCRIBER, ACTIVATE SUBSCRIBER, PORT IN, QUERY SIM ELIGIBILITY, and QUERY DEVICE. Below these are sections for CUSTOMER IMPACTING MESSAGES and a note about CARRIER PORTABILITY. The main content area has two tabs at the top: 'Specified Numbers' (selected) and 'Not Allowed'. Under 'Specified Numbers', there are sections for 'Base Product' and 'Products'. The 'Base Product' section shows 'Simple Mobile' as the name, description, and label. The 'Products' section lists various services with their status, date, type, and description. Services include BLKBRY (BlackBerry), CAMEL (Technical Product), Genesis (Technical Product), ISP (WAP Service), LTE, NCMVNO, SMSO, 3WY, CFC, CFU, CLIP, CLIR, and CLWV (Call Waiting).

Name	Status	Date	Type	Description
BLKBRY	Active	05/06/2020	Data	BlackBerry
CAMEL	Active	05/06/2020	Technical Product	CAMEL
Genesis	Active	05/06/2020	Technical Product	Lifecycle
ISP	Active	05/06/2020	Data	WAP Service
LTE	Active	05/06/2020	Data	LTE
NCMVNO	Active	05/06/2020	Data	NCMVNO
SMSO	Active	05/06/2020	Message	SMS Outgoing
3WY	Active	05/06/2020	Voice	Conference Calling - 3 Way Calling
CFC	Active	05/06/2020	Voice	Conditional Call Forwarding
CFU	Active	05/06/2020	Voice	Call Forward Unconditional
CLIP	Active	05/06/2020	Voice	Caller ID
CLIR	Active	05/06/2020	Voice	Caller ID
CLWV	Active	05/06/2020	Voice	Call Waiting

- 8 Go to PEARS and check if it now displays T-Mobile as the new carrier.

The screenshot shows the AT&T PEARS website. At the top, it says 'Port Eligibility And Reference Services (PEARS)'. Below that is a 'Check Portability and Reference Data' section with a text input field containing '6077275455'. A note below the input field says: 'Portability by Phone: Enter 10-digit numbers (separate numbers with commas, semi-colons, enter, or tabs) to check if the numbers can be ported into an AT&T service area. Valid Formats: (999) 999-9999, 999-999-9999, 999 999 9999, 999.999.9999, 9999999999, 999/999/9999, (999)999-9999'. There are 'Check Port Eligibility/Reference Data' and 'Clear' buttons. Below this is a 'Portability Results' section with a table. The table has columns: Phone Number, Portable, Current Service Provider, Current Service Provider Type, Current LBN, LBN Required, GSM Available, Market Type, Market Code, Sub Market Code, and Date Center/Service Area. One row is shown for '607-727-8485' with 'Yes' in the Portable column and 'T-MOBILE USA, INC.' in the Current Service Provider column. The table footer includes a note about application support and a copyright notice: 'Copyright 2009-2020 AT&T Knowledge Ventures. All rights reserved. Copying, distributing, or publication without express permission is prohibited.' and 'Content Errors - Send Feedback PEARS, Release 1.4'.

Phone Number	Portable	Current Service Provider	Current Service Provider Type	Current LBN	LBN Required	GSM Available	Market Type	Market Code	Sub Market Code	Date Center/Service Area
607-727-8485	Yes	T-MOBILE USA, INC.	WIRELESS	6072320081	No	Yes	TLG	NYR	SYR	004913001837

- 9 Go back to the Port In ticket in TAS and add notes then proceed with completing the port in ticket.



Note

To cancel the port, request must be cancelled first in carrier side through the admin tool before cancelling a port in TAS. If customer is requesting for a new number, you are to cancel the request then follow the Activation/Port flow like you normally do when activating a new line.

Let's Review

Read the questions below and provide the best answer.

- 1 What option do we utilize to process a port in going to T Mobile?
- 2 Which of the buttons do we use to check the eligibility to T Mobile?
- 3 Simple Mobile is powered by what carrier?
- 4 Where do we check if the number is already active on T Mobile's end?
- 5 What option should be selected after modifying the port-in request with new information?

Read the questions below and choose the best answer.

- 6 Which of the options below is not found in the admin tool?
 - a. Submit
 - b. Re – submit Port
 - c. Validate Port Eligibility
 - d. SUI
- 7 Which is not a T Mobile Rate Plan?
 - a. TracFone Subscriber package
 - b. Simple Package 3
 - c. TRCF2000Pkg
 - d. TFCCS2
- 8 Which of the following transactions cannot be completed in the Admin Tool?
 - a. Confirm a port out request to the NSP
 - b. Modify a resolution required status
 - c. Cancel a port in request.
 - d. Check the port in status.
- 9 What case details field needs to be updated when assigning a new SIM to the customer?
 - a. Assigned Carrier
 - b. SIM ID
 - c. Assigned Carrier ID
 - d. REPL_SIM_ID
- 10 Which is a T Mobile Carrier ID?
 - a. 122794
 - b. 190024
 - c. 190260
 - d. 122796

Answer the questions below with TRUE or FALSE.

- 1 To submit a new port in request, you must click RESUBMIT in the admin tool to process the submission.
- 2 All T Mobile Ports should be processed in TAS.
- 3 LNP agent must click SUBMIT if the customer requested to have a new number and the port has already been submitted to T Mobile.
- 4 TracFone: completed successfully means the port status is already completed on T Mobile's end.
- 5 To complete or cancel a port for Simple Mobile you should use TAS
- 6 After cancelling the request on the carrier side you must follow the REACTIVATION flow to clean up the data on the device before assigning the customer a new number.
- 7 We can't process a port out request for T Mobile.
- 8 Error GEN-006 SIM EXCHANGED ICCID NOT VALID needs a new SIM5 to process a port in request.
- 9 A port can be cancelled as long as it has NOT been approved by the Old Service Provider.
- 10 If the number is not portable to T Mobile, LNP agent can process the port to SPRINT provided it is portable on Sprint's billing and there is a service on the customer's activation zip code.

Chapter 6: US Cellular

This chapter will present you with an overview of the steps to be taken when processing Port out requests.

Objectives

By the end of this chapter, you will be able to:

- Recognize the steps to access the TOPS CIM application.
- Discuss the different pages and buttons throughout TOPS CIM.
- Perform a Port in for US Cell.
- Apply the steps to check the status of a ported line in SUI
- Score at least 90% in the written examination.

TOPS CIM

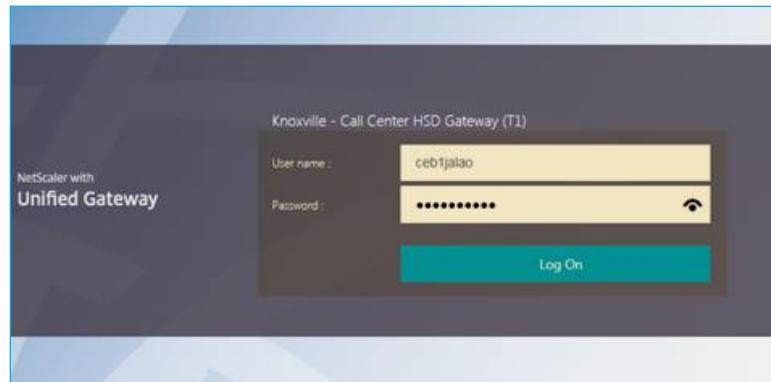
The US CELLULAR system that you will navigate to complete the customers Port is known as **TOPS CIM**. This system will enable you to assist customers quickly and efficiently.

You will connect to the CIM TOPS application. The main page will remain the same. Information (screens) will be displayed on the main page as you navigate through the pages.

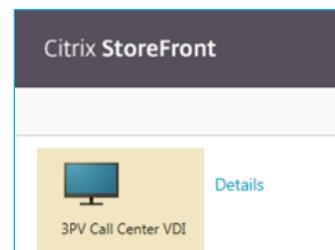
Once you navigate through the first few pages and a flow is selected, the Script Manager will guide you through the call. Text will appear telling you when to go to another screen. There is no “Back” button. If you make a mistake, you will not be able to go back and correct it. **No shortcuts should be taken to manipulate the system.** Buttons and links are available for you to connect to other resources (phone manuals, reference sheets, etc.)

Logging into TOPS CIM

- 1 Access the link <https://citrix-cchsd-gw.uscc.com>. Enter your US Cell LAN username and password then select Log On.



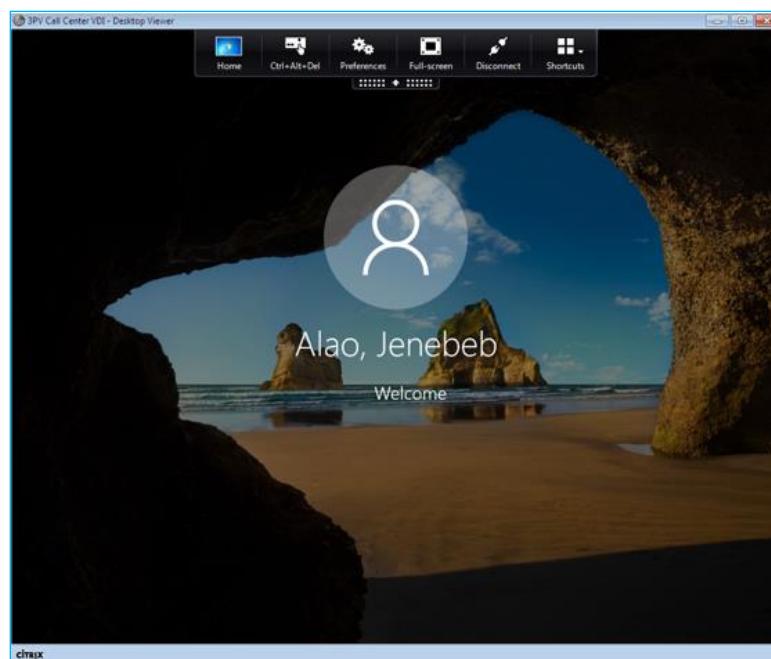
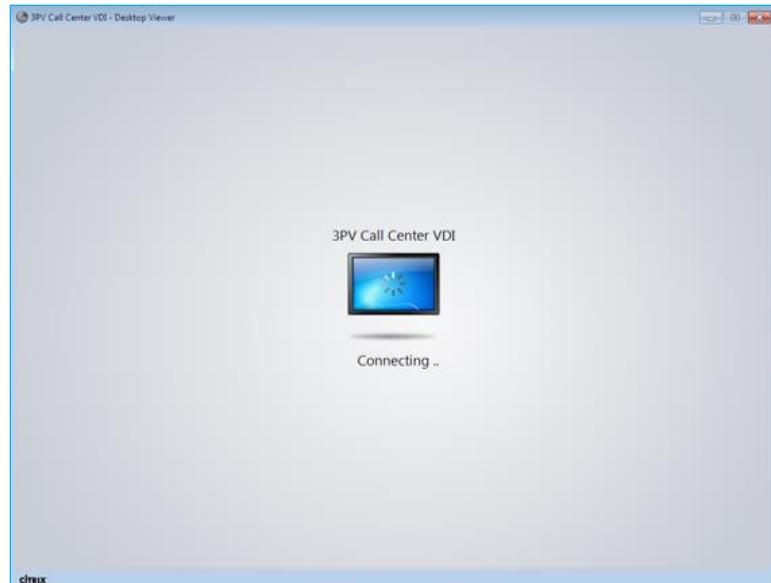
- 2 Select 3PV Call Center VDI.



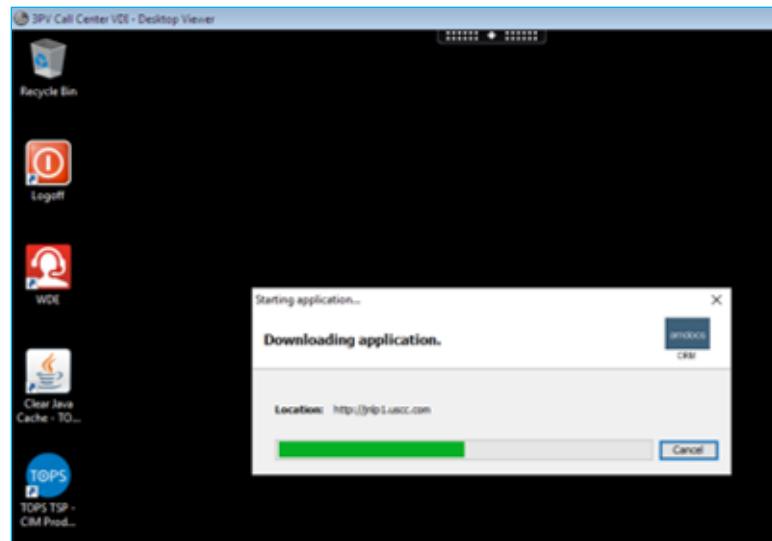
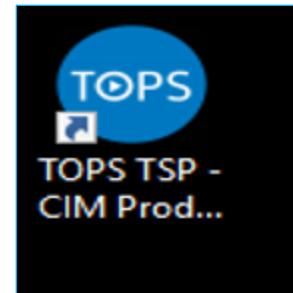
Number Portability

2020

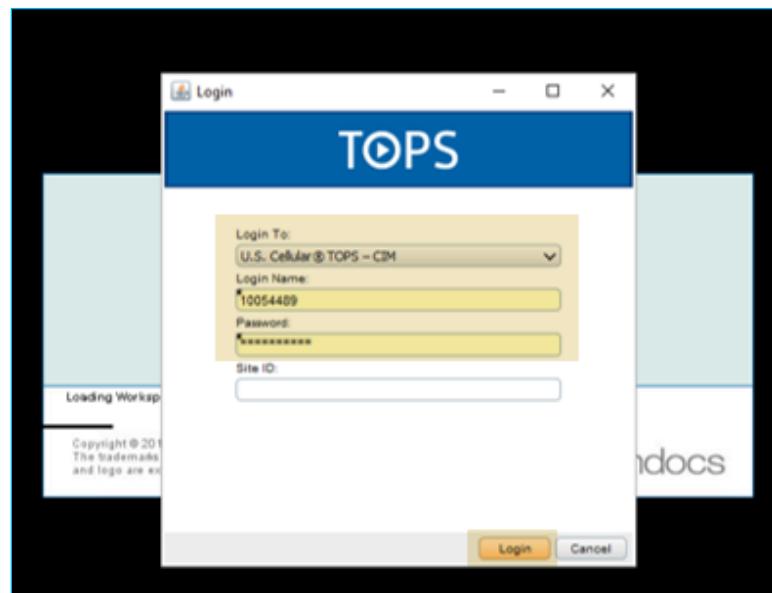
- 3 A new window will display.



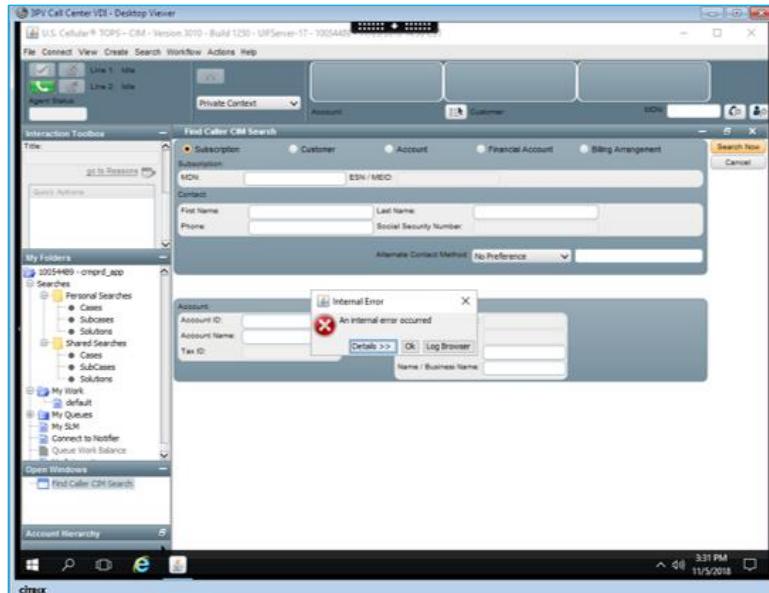
- 4 Select TOPS TSP CIM Prod and do not cancel when it is downloading the application.



- 5 The login page will display. Always select U.S Cellular TOPS-CIM from the dropdown list and enter your US Cell Cares username and password then select login.



- 6 The CIM application opens with the Search Subscription page displayed by default.



Processing a Port in TOPS CIM

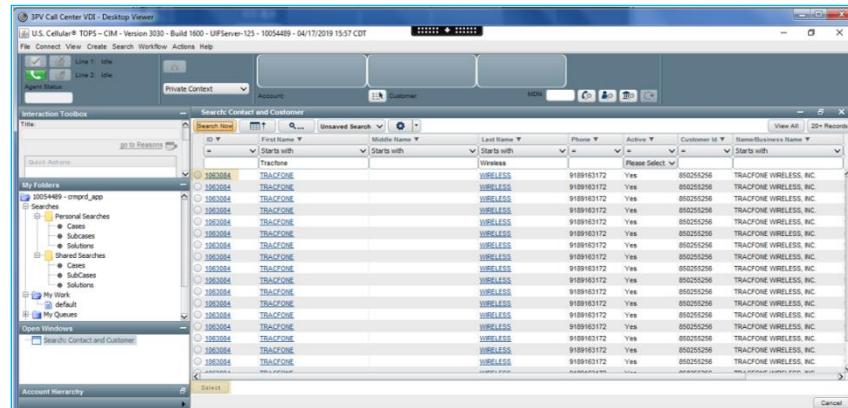
- 1 Go to Search by MDN and enter the number to be ported then select Search.



- 2 Select Customer. Enter **TracFone** (First Name Field) and **Wireless** (Last Name Field) then select Search Now.



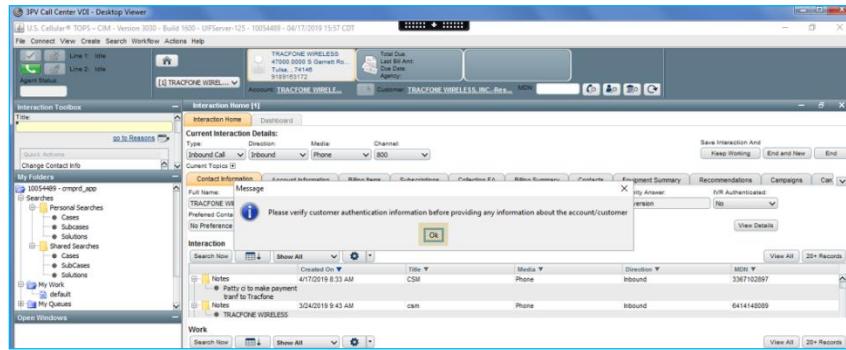
- 3 Just select either of the ID Numbers in TOPS and take note that Customer ID is the Billing Account Number (BAN) then select Search.



Number Portability

2020

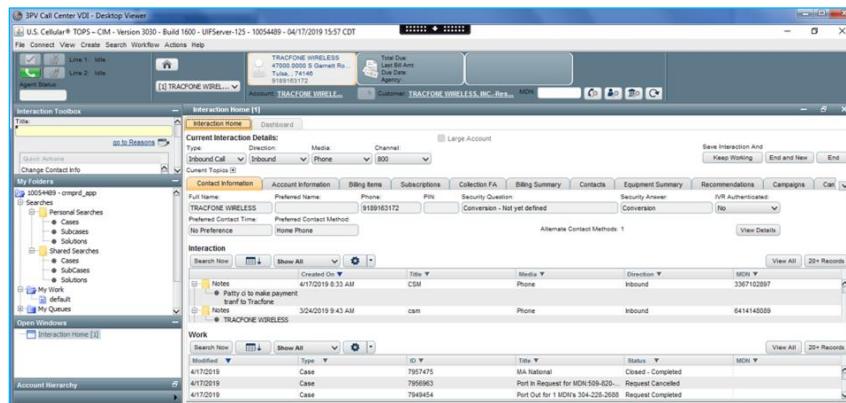
- 4 Another page will pop up.
Disregard the pop up message and select OK.



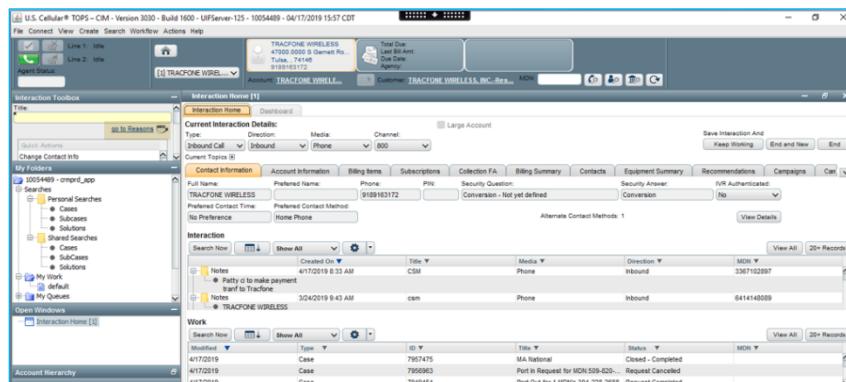
- 5 Close this page.



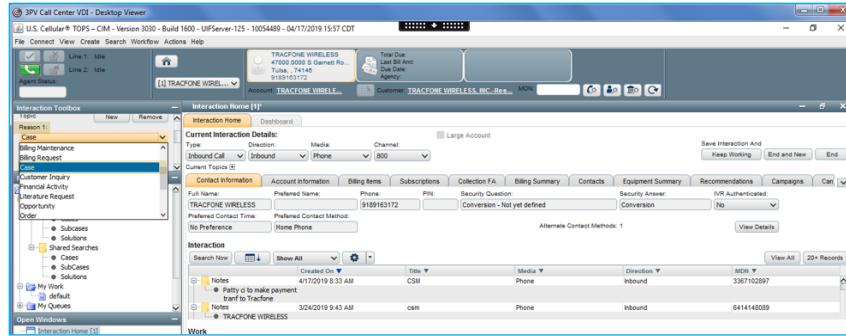
- 6 This next page will tell us all pending transactions submitted to TOPS.



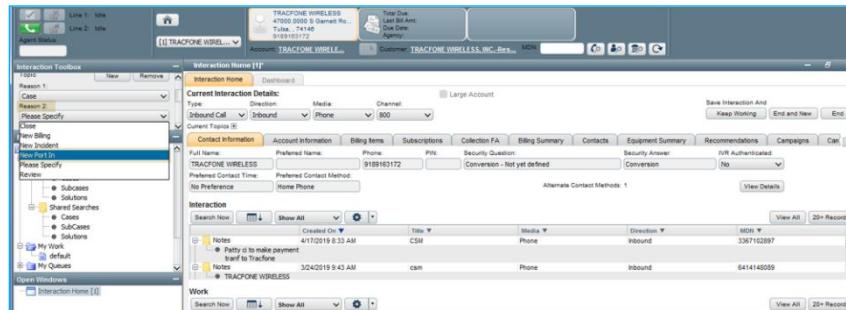
- 7 Select Go To Reasons on the upper left corner of your screen.



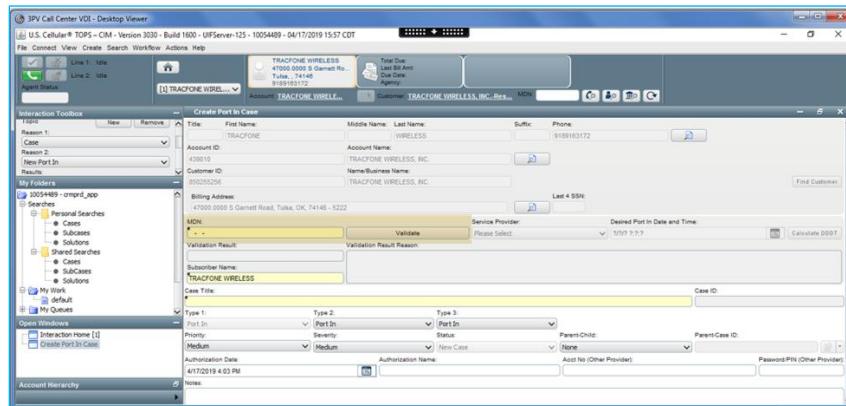
6 Select Case for Reason 1.



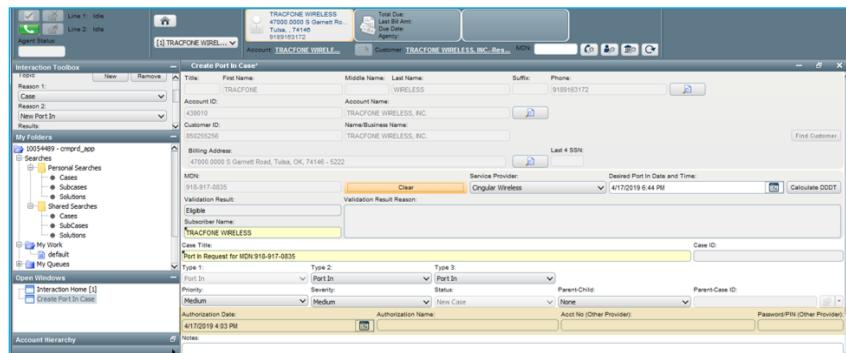
9 Select New Port In for Reason 2.



10 Enter the ported number in MDN field and select Validate.



11 If validation is successful, next page will give you the option to enter customer's information (Account Number, PIN/Password, and Authorization Name).



Number Portability

2020

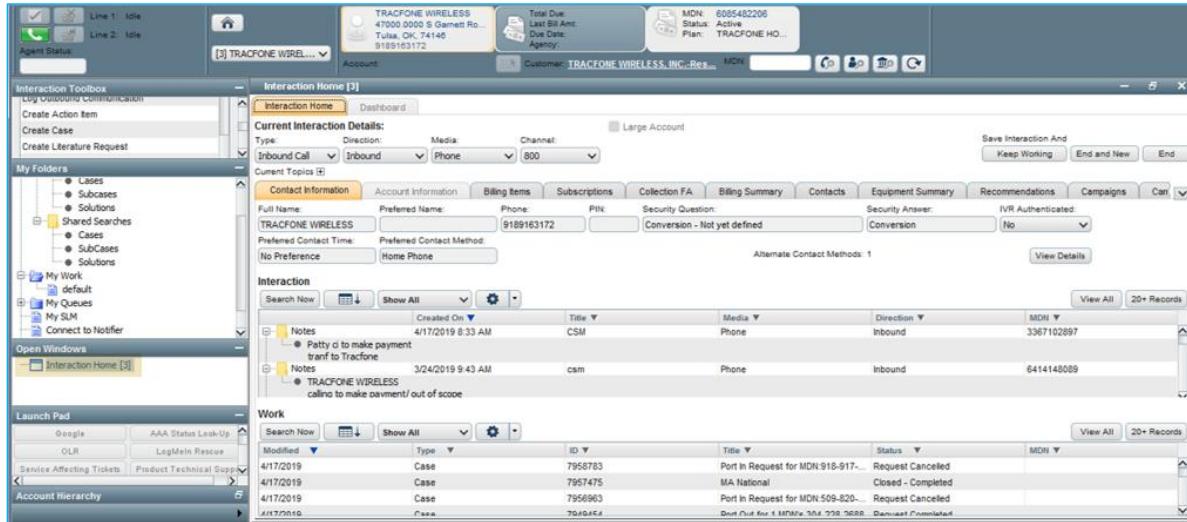
- 12 After filling up the necessary account information, you have to select “save and view details” before saving the request.

- 13 This is the page where you are to submit the request by selecting Send Request.

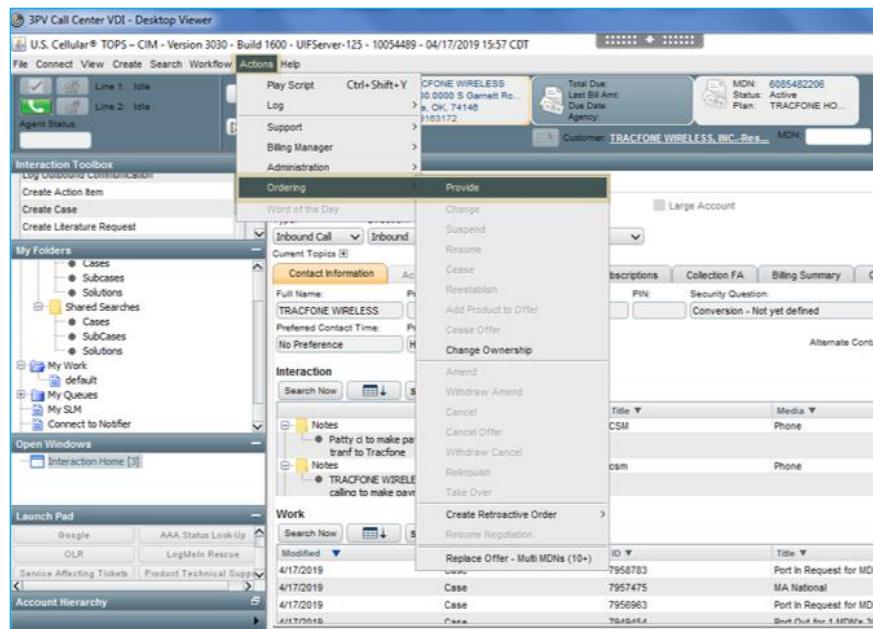
- 14 Select OK.

Activating a Port in TOPS CIM

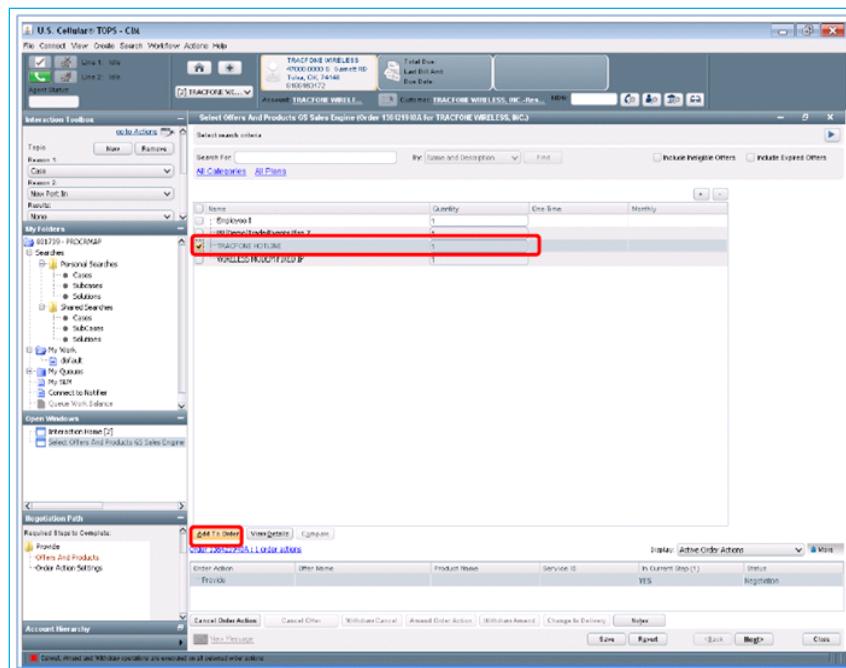
- Once the request has been submitted you can now port out the number in the old billing (for internal ports) and must include the DDT on your notes (TAS-case notes). And then double click “Interaction Home” in the lower left corner. This page is for Manual Activation.



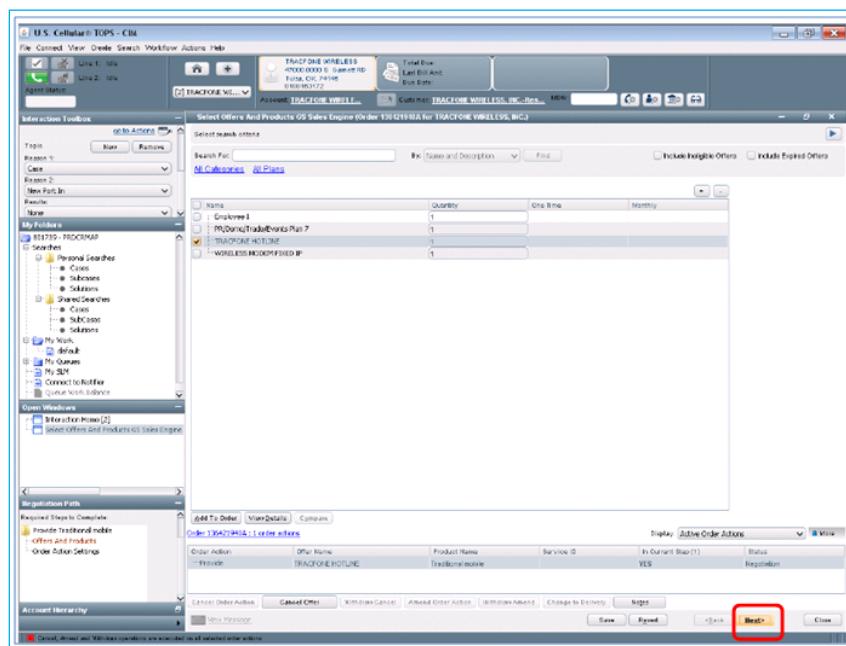
- To activate the line in TOPS-CIM, you must have the “Interaction Home” page open and then go to Action Menu > Ordering > Provide.



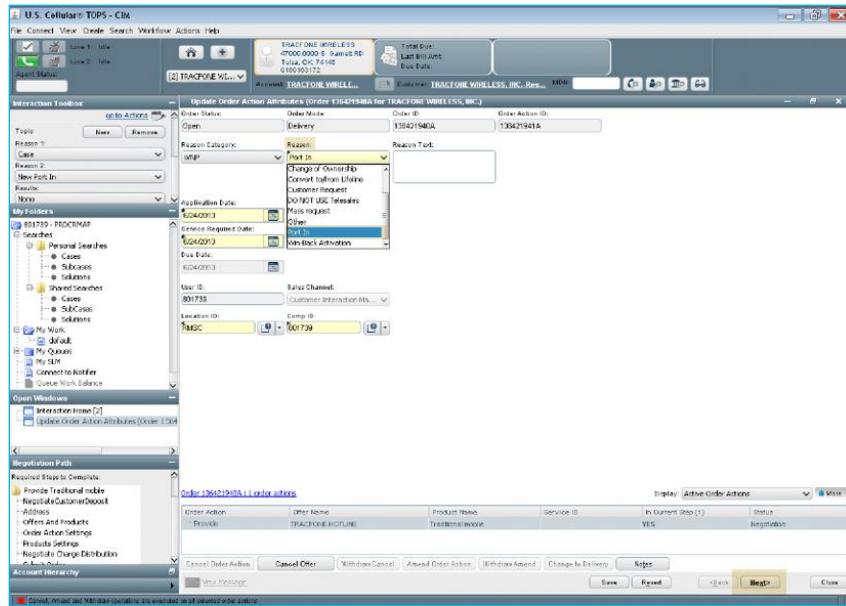
- 3 After selecting Provide, the next page is to add the Rate Plan. And the Rate Plan TRACFONE HOTLINE must be checked then select Add to Order.



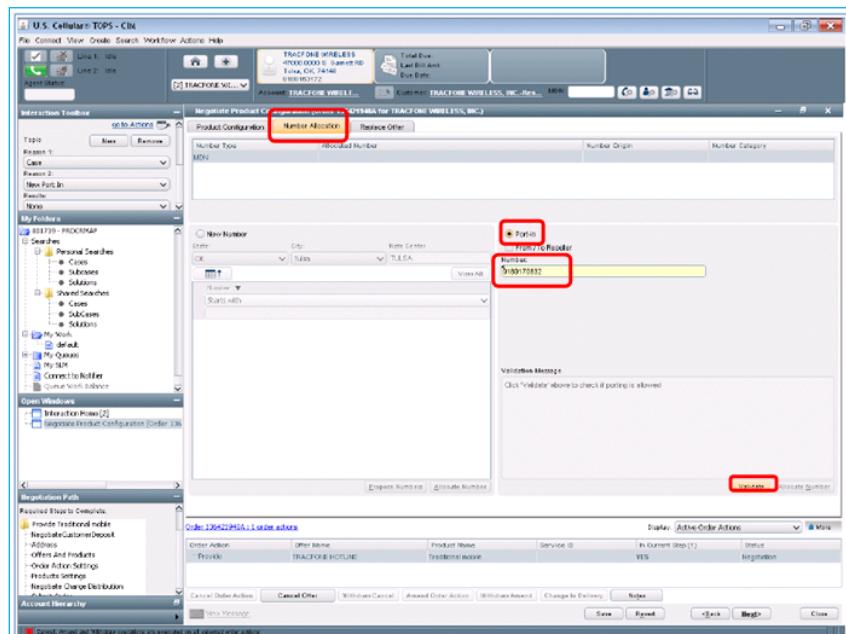
- 4 After the Rate Plan has been added to Order, select Next.



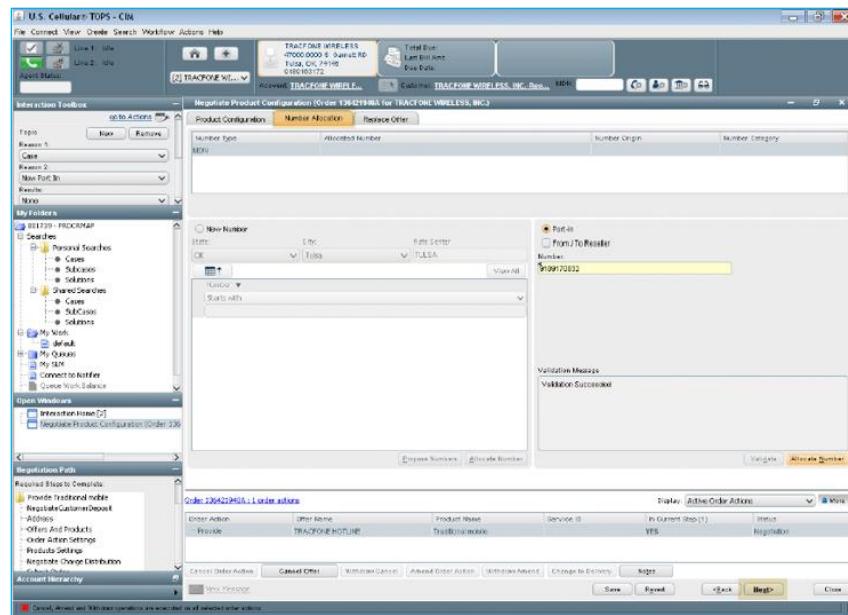
- 5 The next page will be the Order Action Attributes. You must select **Port In** in the Reason drop down and select Next.



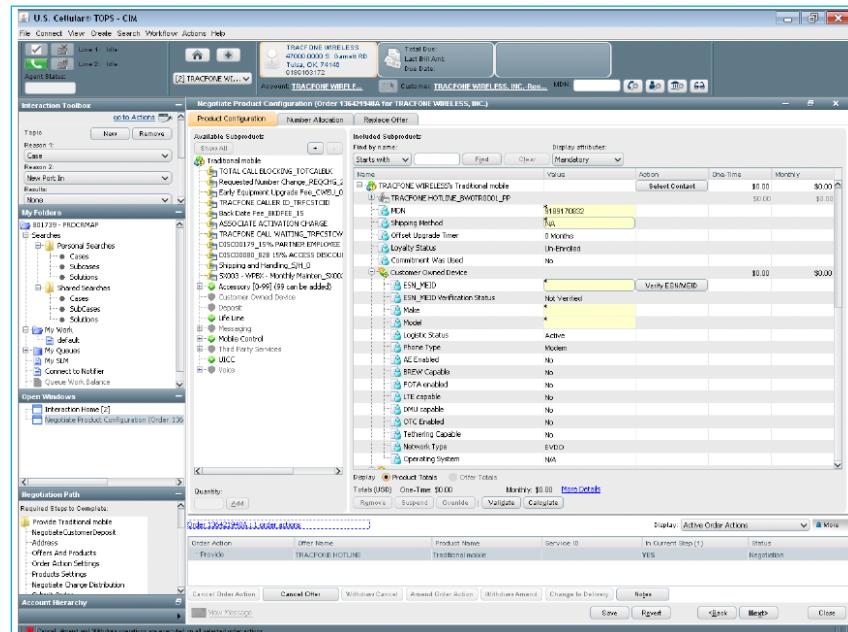
- 6 The next page will give you **Number Allocation**. To determine if the port has been confirmed, enter the ported number in the MDN field and must select Port In radio button and select Validate.



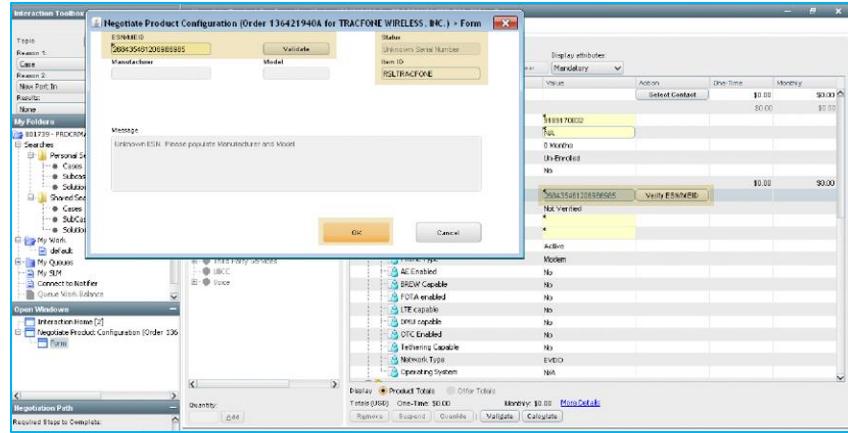
- 7 If Validation is completed, select Allocate Number then select next.



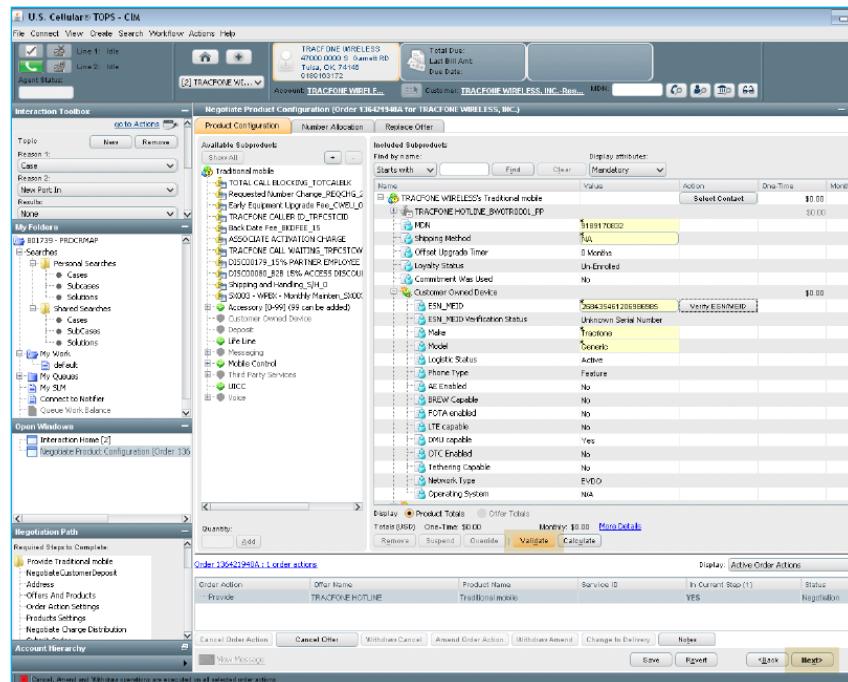
- 6 This page will give you the option to add equipment.



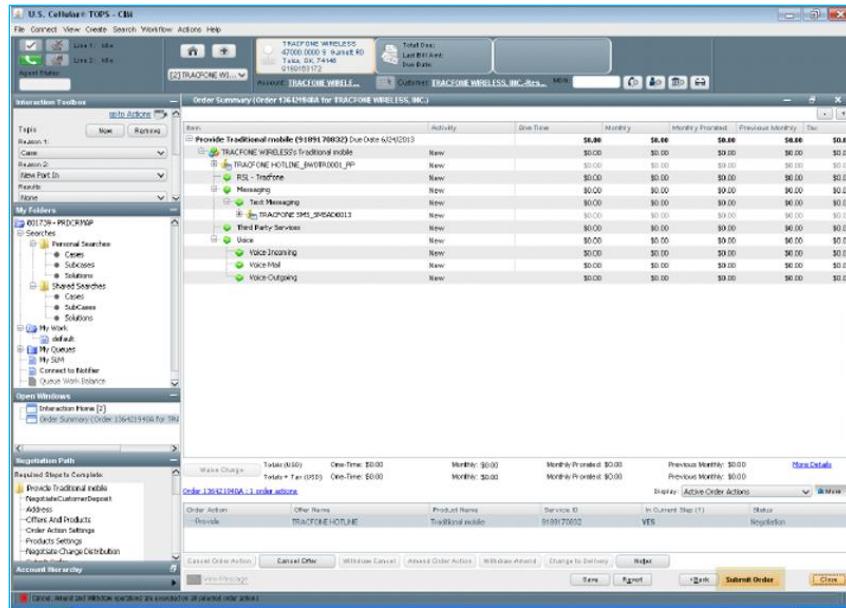
- 9 Just enter the ESN to the ESN_MEID field and click Verify ESN/MEID. Pop up field must be filled up with the ESN and click validate. If after clicking validation, you will get “Unknown Serial Number” as the Status. Simply enter RSLTRACFONE for the Item ID and select OK.



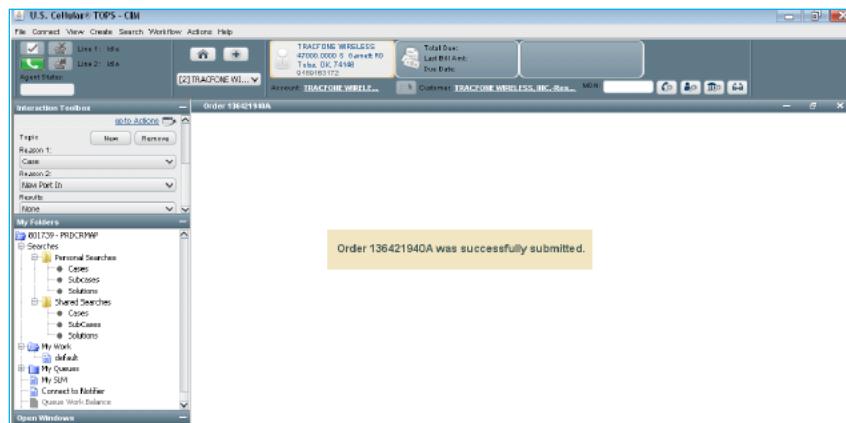
- 10 After clicking OK, the next page will tell you that the ESN has been successfully added. Select Validate and if no error is encountered after validating the Equipment, select Next.



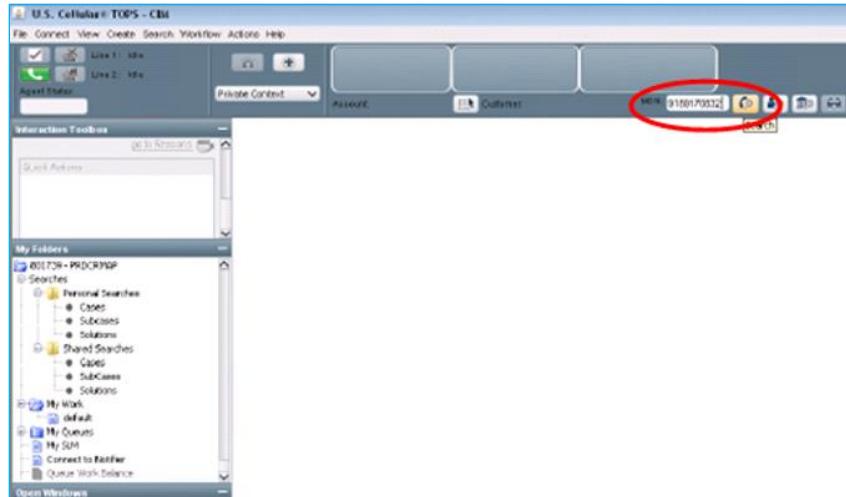
- 11 The next page will give you the summary of the order to be submitted, just select “Submit Order” for activation.



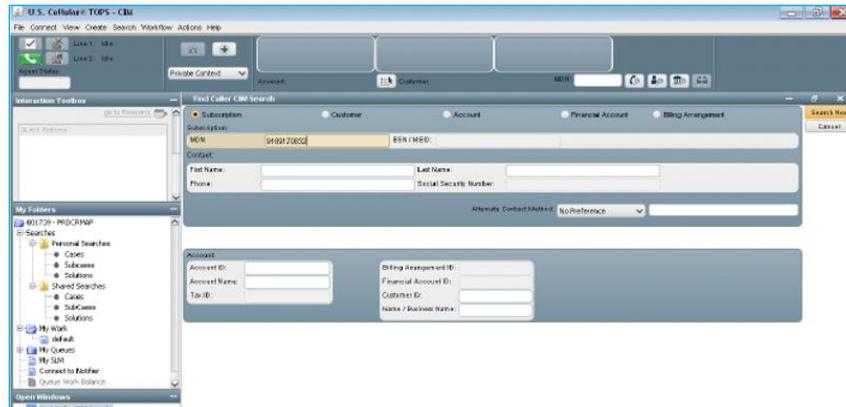
- 12 After submitting the order, this is the reference number for Activation just like RSS' reference number.



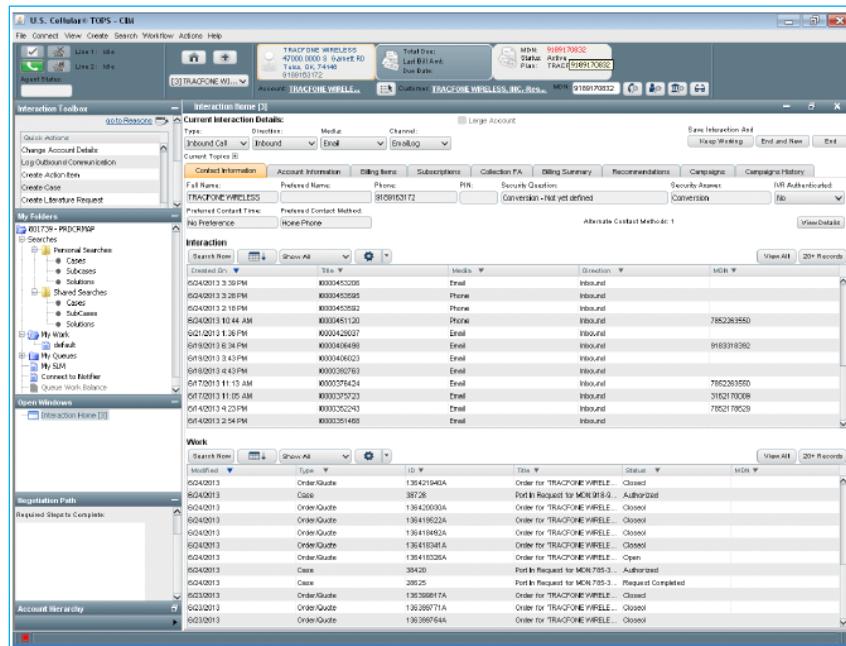
- 13 Once Order Number has been copied, you may close all the windows in TOPS-CIM then enter the ported number in MDN Search and select Search.



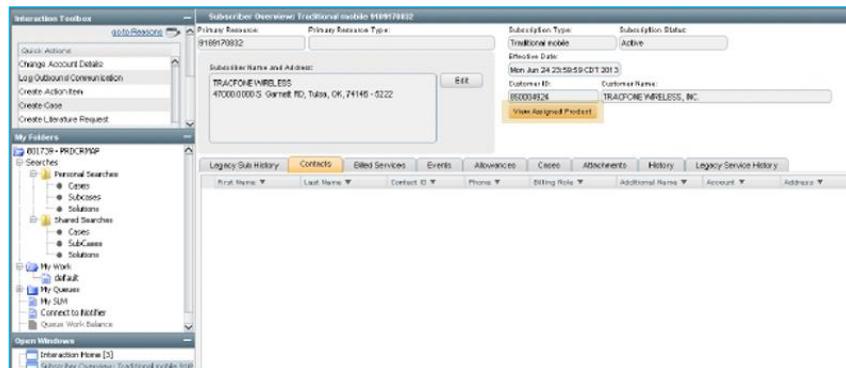
- 14 Then enter the ported number in the MDN field to search for the subscriber.



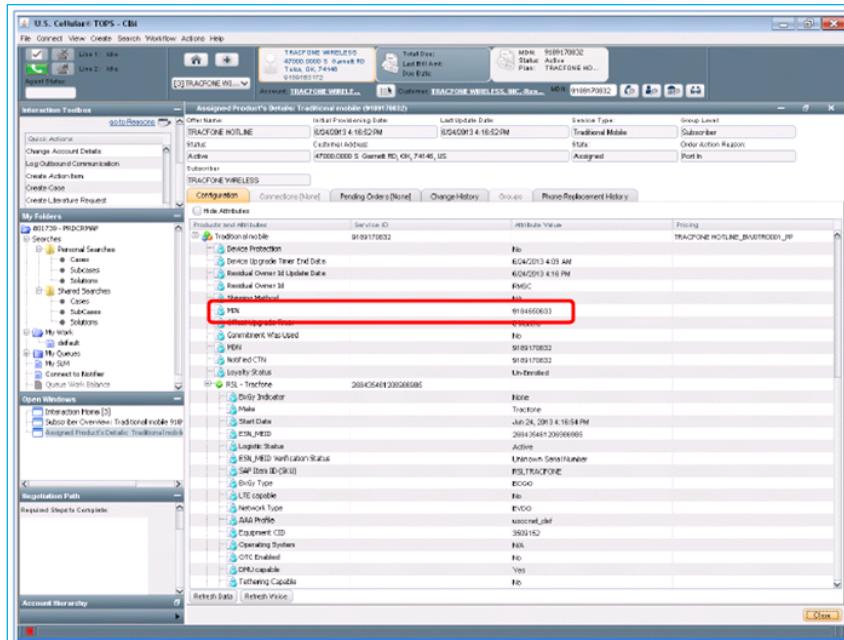
- 15 After subscriber search, this page will tell you if the number has been successfully activated in TOPS-CIM and just select the highlighted (BLUE) number for you to check the MSID and the DDT of the port.



- 16 To view the ESN/MSID and DDT of Port, simply select View Assigned Product. The DDT of port is the "Effective Date" above customer ID.

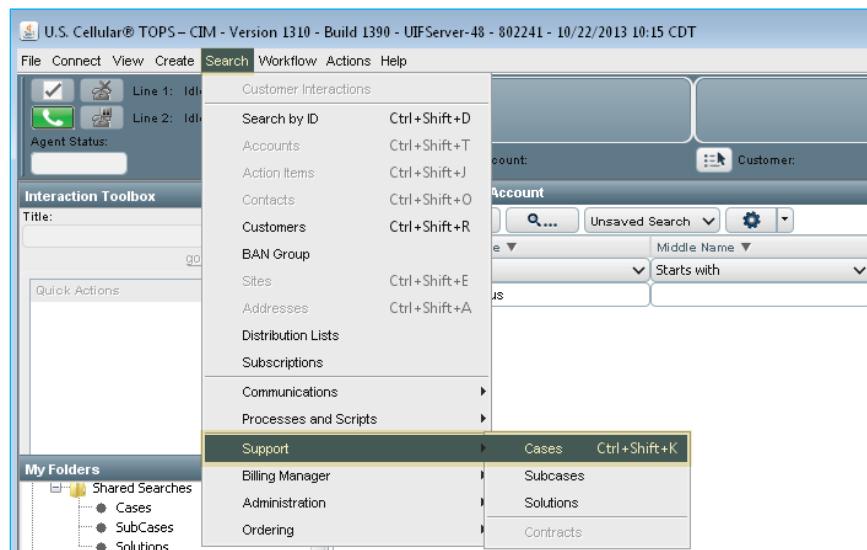


- 17 After clicking View Assigned Product, this is the page where you can get the MSID and checked if the ESN added was correct.

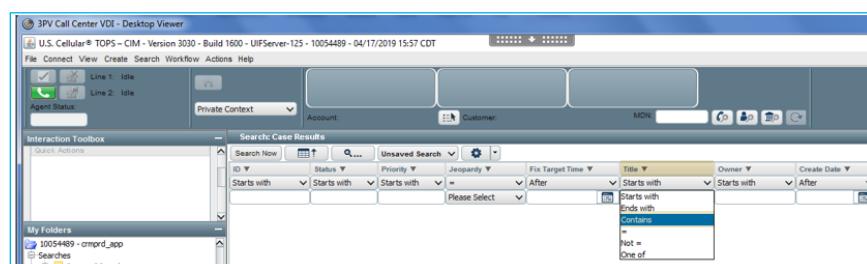


Retrieving a Port in Status

- 1 Go to Search tab, select Support>Cases.



- 2 Go to the TITLE column, select Contains from the drop down.



3 Follow the steps below.

- Enter the customer's ported MDN. It must be separated by a hyphen (-). Otherwise, you will not be able to see the status when you search.
- Select Search Now.
- Double click to open the request.

The screenshot shows a software interface titled "Search Case Results". At the top, there are buttons for "Search Now", "View All", and "1 Records". Below this is a search grid with columns: ID, Status, Priority, Jeopardy, Fix Target Time, Title, Owner, Create Date, Condition, Type Level 1, Starts with, Starts with. A single row is selected, highlighted in yellow, containing the following data:

7958783	Resolution Requ...	Medium	?/?/? ??:?	Port In Request for MDN...	sa	4/17/2019 4:06 PM	Open-Dispatch	Port In
---------	--------------------	--------	------------	----------------------------	----	-------------------	---------------	---------

4 You will see the status of the port in request once you are able to open it.

The screenshot shows a software interface titled "View Case: 7958783". At the top, there are tabs for "Request Details", "More Info", "Case History", "Request History", "Subcases", "Flashes", "Attachments", and "Parent/Child". The "Request Details" tab is selected. The form contains various fields such as Case ID, External Request No., Priority, Severity, Status, and Subcases. Below these are sections for Customer Information, Billing Address, MDN, Service Provider, and Desired Due Date and Time. At the bottom, there are buttons for "Previous Cases", "Next Case", "Close Case", "Print Case", "Attributes", and "Jobs".

5 To get the latest response or the required information on a Resolution required status, go to the **Case History** tab then the **Additional Information** will display the incorrect information on the port in request.

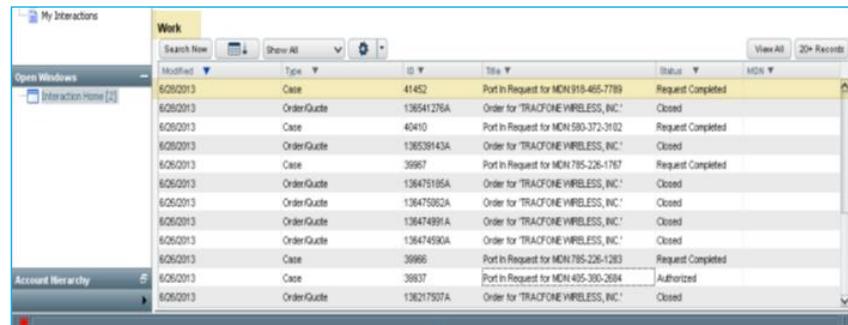
The screenshot shows the same software interface as the previous one, but the "Case History" tab is selected. This tab displays a history of events for the case. The first event listed is "Chg Status" at 4/17/2019 4:12:27 PM, with a note from "sa" indicating "from status Request Sent, Pending Acknowledgment to status Request Sent". The second event is "Port In Resolution Required" at 4/17/2019 4:12:27 PM, also from "sa", with a note indicating "918-917-0835: Code: 8A Description: Account number required or incorrect". The third event is "Dispatch" at 4/17/2019 4:12:27 PM, also from "sa", with a note indicating "Account Number Required or Incorrect;SSN/Tax ID Incorrect Dispatched 7958783 from WP default to Queue PI - Resolution Required". At the bottom, there are buttons for "Search Now", "View All", and "11 Records".

List of Possible Statuses in CIM

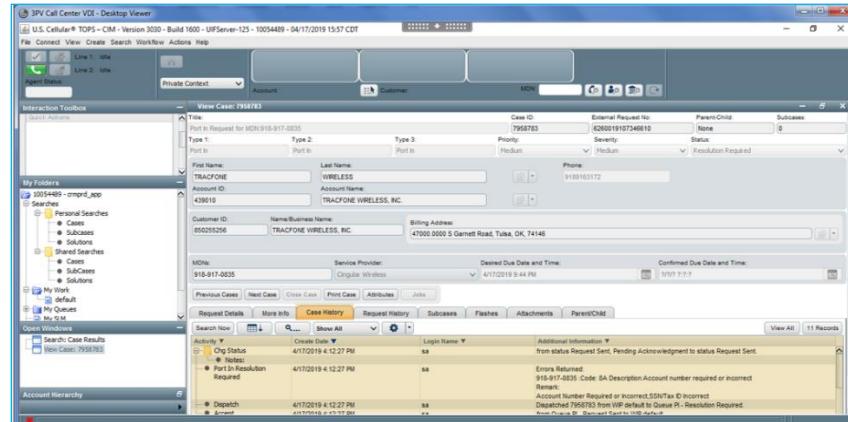
Queue Name	Description
PI - Request Sent	Tickets are distributed automatically to this queue after the Port-In request is sent. Normally, cases in this queue are not handled.
PI - Resolution Required	When a resolution required response is return, the matching case is dispatched to this queue for manual handling.
PI- Authorized	Authorized requests are dispatched to this queue to be handles by the associate (by completing and order).
PI -Jeopardy	Requested for which "Jeopardy" is received as dispatched to this queue. The jeopardy cases are handled manually by the WNP (Wireless Number Portability) resolution team.
PI - Reply Times Out	Requests that are sent and for which no response is returned are dispatched to this queue.
PI - Request Failed	Port-In requests that failed with an exception message.
PI - Auth OSP Times Out	Requests where a message was received what the OSP (Old Service Provider) has timed out and will be dispatched to this queue.

Checking the Status of the Port

- 1 Check the Port Status under Work window, find the ported number.



- 2 Once you select the ported number, you will be able to see if the status is confirmed by going to Case History.





Note

Confirming the status may also be done, when searching for the number and also when the status is active with the correct ESN/MEID.

The screenshot shows a software interface for managing mobile phone numbers. At the top, it displays 'U.S. Cellular TOPS - CIM - Version 1310 - Build 1390 - UIIServer-54 - 809511 - 03/25/2014 9:28 CDT'. The main window shows a customer record for 'TRACFONE HOTLINE' with address '4700 S Garnett RD Tulsa, OK 74146'. The 'Assigned Product's Details' section shows 'Traditional mobile (3046197168)' with 'Service Type: Traditional Mobile' and 'Group Level: Subscriber'. The 'Products and Attributes' table includes rows for 'Residual Owner Id Update Date' (30/09/2010), 'MDN' (3046197168), 'Shipping Method' (No), 'Device Protection' (No), 'Notified CTN' (3046197168), 'Loyalty Status' (Un-Enrolled), 'Device Upgrade Timer End Date' (02/2010 12:00 AM), 'Offset Upgrade Timer' (0 Months), 'MIN' (3046197168), 'Commitment Was Used' (No), and 'Residual Owner Id' (26843545500849054). A red box highlights the 'MDN' and 'Plan' fields.

- 3** PEARS will display USCC as the current service provider.

The screenshot shows a web-based application titled 'Check Portability and Reference Data'. It has a search bar for 'Phone number(s)': '3046197168'. To the right, there is a note: 'Portability by Phone: Enter 10-digit numbers (separate numbers w/ commas)'. Below the search bar is a button 'Check Port Eligibility/Reference Data' and a 'Clear' button. The next section is 'Portability Results' with a note: 'Click column headings to re-sort the results. | View Details'. A table follows:

Phone Number	Portable	Current Service Provider	Current Service Provider Type	Current LRN	LRN Required
304-619-7168	Yes	USCC TSI/2	WIRELESS	N/A	Yes

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section of this manual for your reference.

Modifying a Resolution Required

- 1 Retrieve the port in request and get the required information under the Case History tab so you will know what information needs to be modified.

The screenshot shows the 'View Case' interface with the Case ID 515679. The 'Case History' tab is selected, displaying a detailed log of interactions:

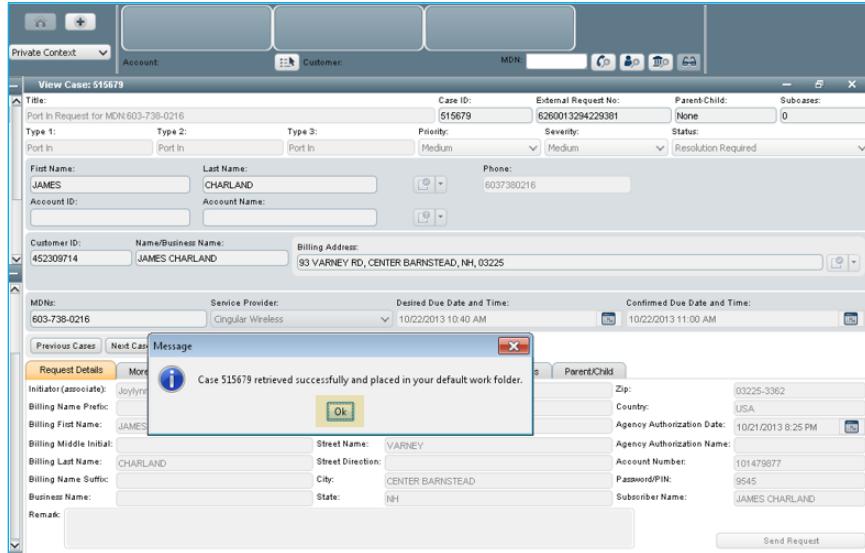
- 10/21/2013 8:45:48 PM: Chg Status - Notes: Port In Resolution Required
- 10/21/2013 8:45:48 PM: Dispatch
- 10/21/2013 8:45:48 PM: Accept
- 10/21/2013 8:45:48 PM: Port In Request Delayed
- 10/21/2013 8:45:48 PM: Dispatch
- 10/21/2013 8:45:48 PM: Chg Status
- 10/21/2013 8:45:48 PM: Notes: Port In Request Successful
- 10/21/2013 8:45:48 PM: Dispatch
- 10/21/2013 8:45:48 PM: Create

The 'Request Details' tab at the bottom contains fields for First Name (JAMES), Last Name (CHARLAND), Account ID (452309714), Customer ID (452309714), Name/Business Name (JAMES CHARLAND), Billing Address (93 VARNEY RD, CENTER BARNSTEAD, NH, 03225), MDN (603-738-0216), Service Provider (Cingular Wireless), Desired Due Date and Time (10/22/2013 10:40 AM), and Confirmed Due Date and Time (10/22/2013 11:00 AM).

- 2 The Request Details tab will not allow you to change any information yet since all the fields are disabled or grayed out. You have to go to Workflow>Retrieve.

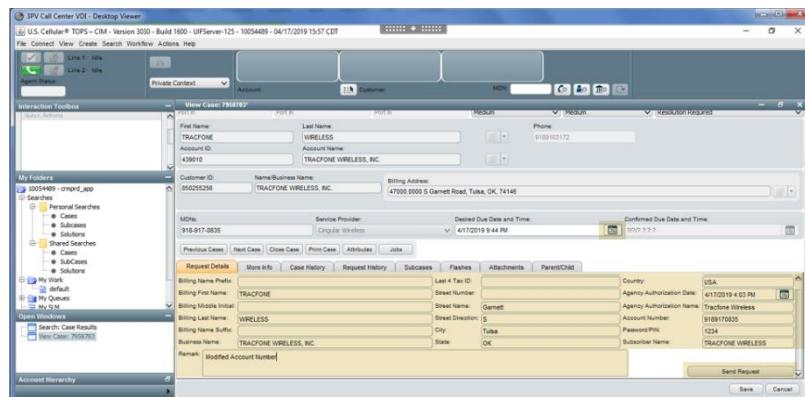
The screenshot shows the 'Workflow' interface with the 'Retrieve' dialog box open. The 'Request Details' tab is selected, and all fields are grayed out or disabled, indicating they cannot be changed at this stage.

- 3 Select OK.



- 4 Once you retrieve the port in case, the ticket goes to your default WipBin under My Work which is on the left hand side of your CIM and you will now be able to edit the information on the port in request. It works like TAS; case goes to your WipBin once accepted. To modify:

- Edit the required info.
- Add notes on remark.
- Adjust the DDT by clicking on the calendar. DDT for USCELL is in CDT (Central Daylight Time).
- Select Send Request Button.

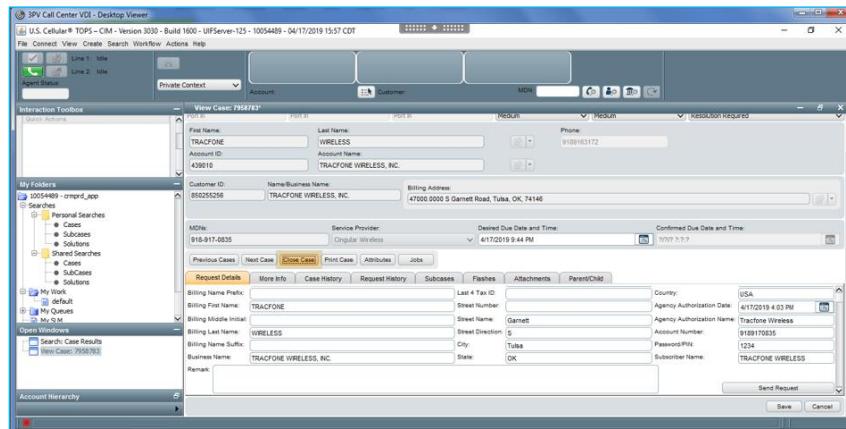


Note

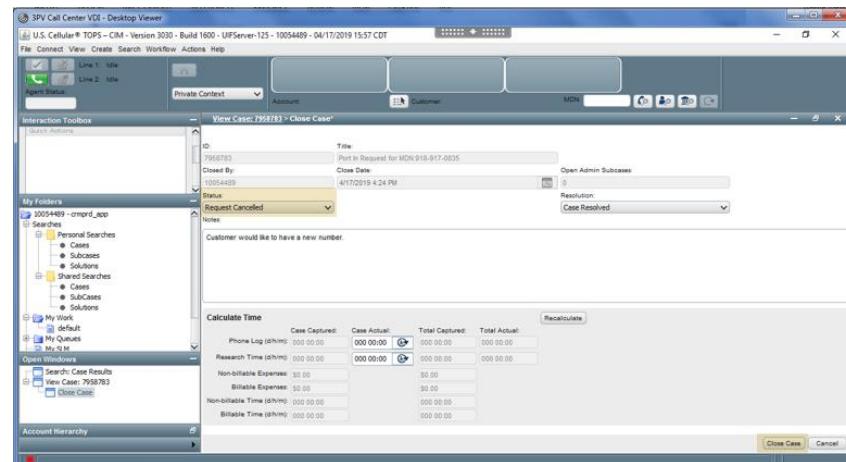
To get the latest response from the OSP, retrieve the port in request again by following the steps on retrieving the port in status stipulated on 'How to Check the Status of the Port in'.

Cancelling a Port

- 1 Retrieve the port in request that you would like to cancel and select **Close Case**.

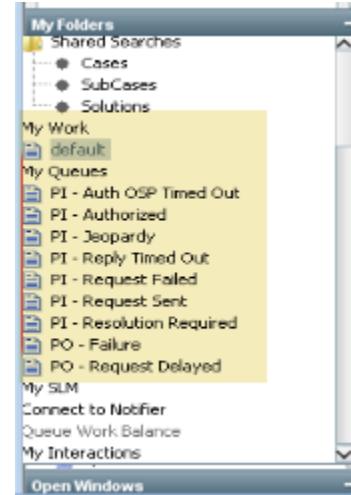


- 2 Choose Request Cancelled on status. Add notes and select **Close Case**.



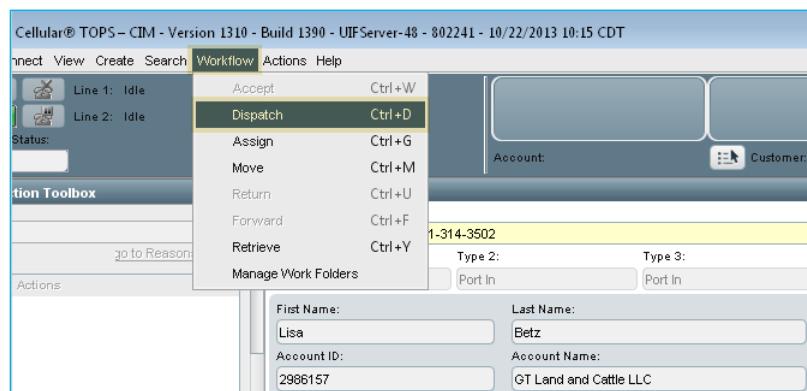
Dispatching a Ticket

TOPS CIM will display the different queues including the My Work folder which your default wipbin on the left hand side of tool.

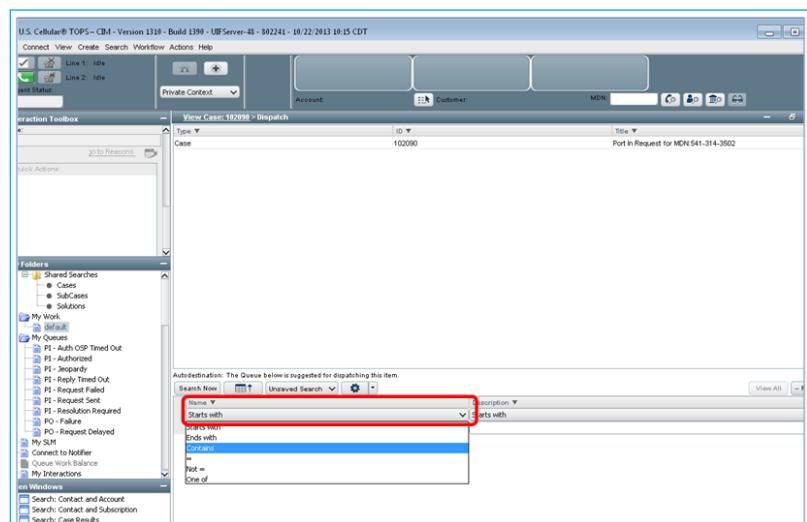


If the ticket is still pending you are to dispatch the port in ticket to the specific queue depending on the status of the port just like what you usually do with TAS after working on a port in ticket.

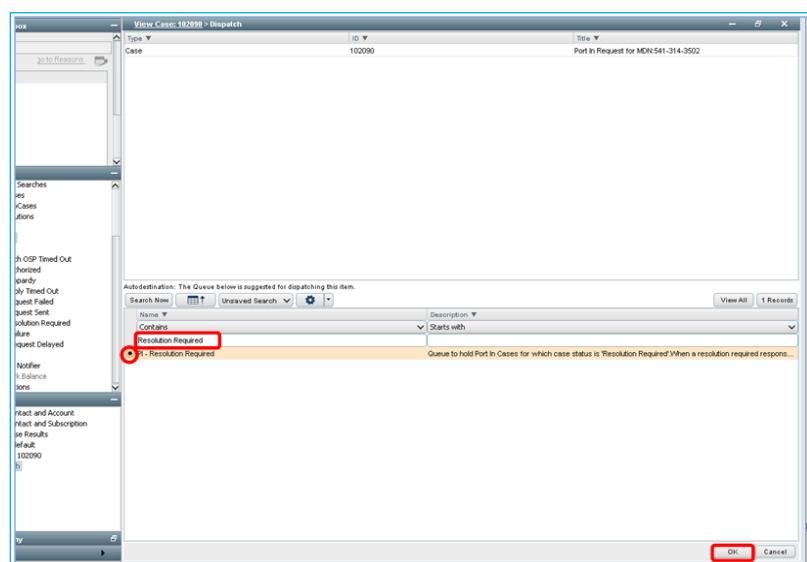
- To dispatch the ticket, go to Workflow>Dispatch.



- Under Name choose Contains drop down selection.



- Type Resolution required and presses ENTER on your keyboard. A **PI-Resolution Required** Queue will pop out, choose the radio button and select **OK**. This will dispatch the ticket to the selected queue.



Let's Review

Read the questions below and provide the best answer.

- To begin with the port in process what are the fields that LNP agents fill in on this screen?



- List the fields you will need to fill in on the screen below before sending the request.

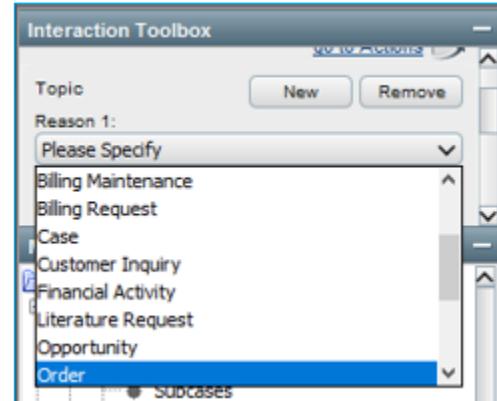
View Case: 251891*

Title:	Case ID:	External Request No.:	Parent/Child:	Subcases:	
Port In Request for MDN:207-459-8574	251891		None	0	
Type 1:	Type 2:	Type 3:	Priority:	Severity:	Status:
Port In	Port In	Port In	Medium	Medium	New Case
First Name:	Last Name:	Phone:			
Tracfone	Wireless	3366489273			
Account ID:	Account Name:				
Customer ID:	Name/Business Name:	Billing Address:			
850029808	Tracfone Wireless	132 Beech Creek Trail, Mount Airy, NC, 27030			
MDNs:	Service Provider:	Desired Due Date and Time:	Confirmed Due Date and Time:		
207-459-8574	T-Mobile Wireless	8/28/2013 4:13 PM	8/28/2013 4:13 PM		
<input type="button" value="Previous Cases"/> <input type="button" value="Next Case"/> <input type="button" value="Close Case"/> <input type="button" value="Print Case"/> <input type="button" value="Attributes"/> <input type="button" value="Jobs"/>					
<input type="button" value="Request Details"/> <input type="button" value="More Info"/> <input type="button" value="Case History"/> <input type="button" value="Request History"/> <input type="button" value="Subcases"/> <input type="button" value="Flashes"/> <input type="button" value="Attachments"/> <input type="button" value="Parent/Child"/>					
Initiator (associate): Gerald Cagata Last 4 SSN: Zip: USA Billing Name Prefix: Last 4 Tax ID: Country: USA Billing First Name: Street Number: Agency Authorization Date: 8/28/2013 1:30 PM Billing Middle Initial: Street Name: Agency Authorization Name: Billing Last Name: Street Direction: Account Number: Billing Name Suffix: City: Password/PIN: Business Name: State: Subscriber Name: Remark: <input type="text"/> <input type="button" value="Send Request"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>					

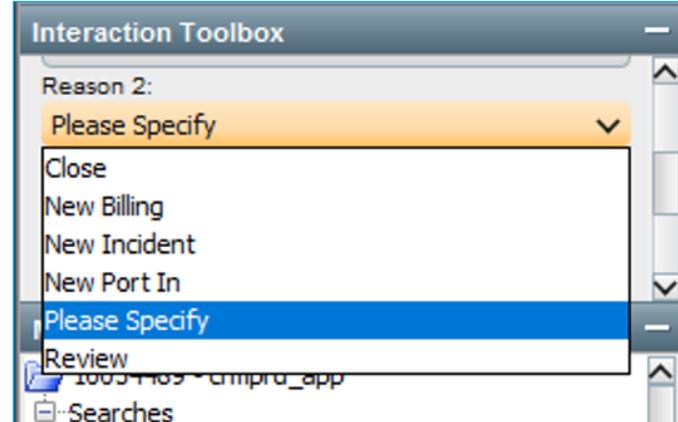
- 3** What function is performed on the screen displayed below?
- Double click the account.
 - Select an account by choosing the radio button and click SELECT.
 - Select an account by choosing the radio button and click View Assigned Products.
 - None of the above

ID	First Name	Last Name	Phone	Role	Type	Resource	Status
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	4173161113	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	7156301374	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	7652993504	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3043033345	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	7154865076	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3049400961	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	7853095285	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3047045669	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3046881234	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	6412230501	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3602086767	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	7152528866	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	6609983758	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3044339413	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3044768494	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	2403130857	Cancelled
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	9187205938	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	9184901219	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	3046440886	Active
1138666	Tracfone	Wireless	3366489273	Subscriber	Traditional mobile	5419802217	Active

- 4** What option should be selected from the Reason 1 drop-down menu?
- Authentication
 - Billing Inquiry
 - Case
 - Financial Activity



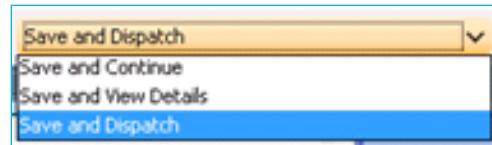
- 5** What option should be selected from the Reason 2 drop-down menu?
- New Billing
 - New Incident
 - New Port In
 - Review



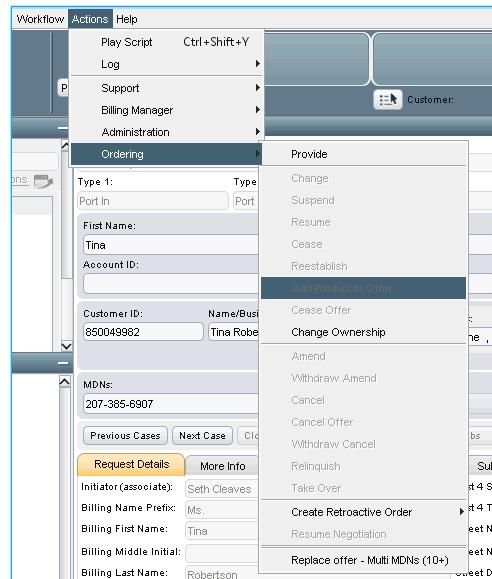
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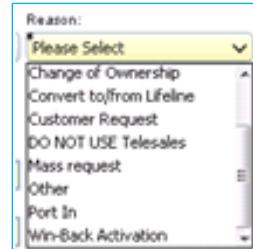
- 6 Which of the drop-down options should be selected?
- Save and Continue
 - Save and View Details
 - Save and Dispatch
 - None of the above



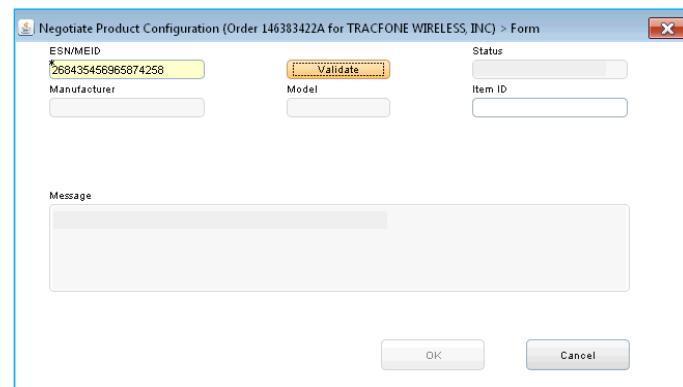
- 7 What ordering option should be selected when activating a line?
- Actions>Ordering>Provide
 - Actions>Ordering>Change Ownership
 - Actions>Ordering>Provide>Create Order Retroactive
 - Actions>Ordering>Provide> Replace Offer-Multi MDNs



- 6 What is the activation reason?
- Customer Request
 - Change of Ownership
 - Port In
 - Win-Back Activation



- 9 Which of the options below is the correct ITEM ID after validating the ESN/MEID?
- RSLTRACFONE
 - RSLTRACHONEHOTLINE
 - C.RTRAC
 - D.RTRA



Chapter 7: Claro

This chapter will present you with an overview of the steps to be taken when processing a port request for Claro.

Objectives

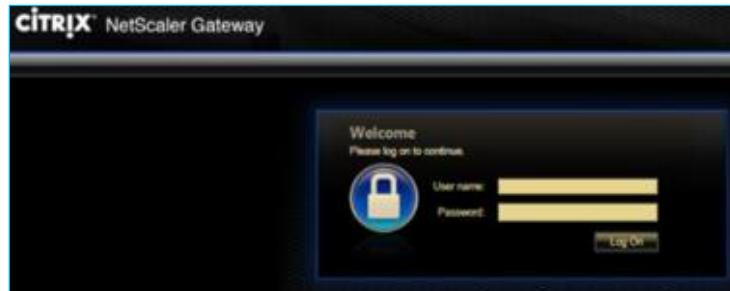
By the end of this chapter, you will be able to:

- List down 15 steps in Logging in to Claro.
- Discuss the steps on how to check a port status.
- Perform Port Activation for Claro.
- Score at least 90% in the written quiz.

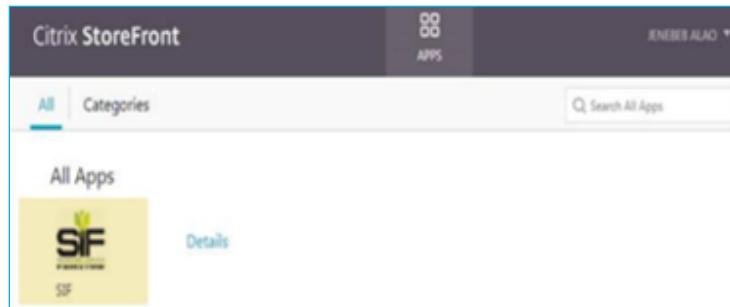
Logging in to Claro

Access Claro by going to the URL: <https://claroctx.claropr.com/vpn/index.html>.

- 1 Enter your Claro Citrix Username and Password.
- 2 Select Log On.



- 3 Select SIF icon.



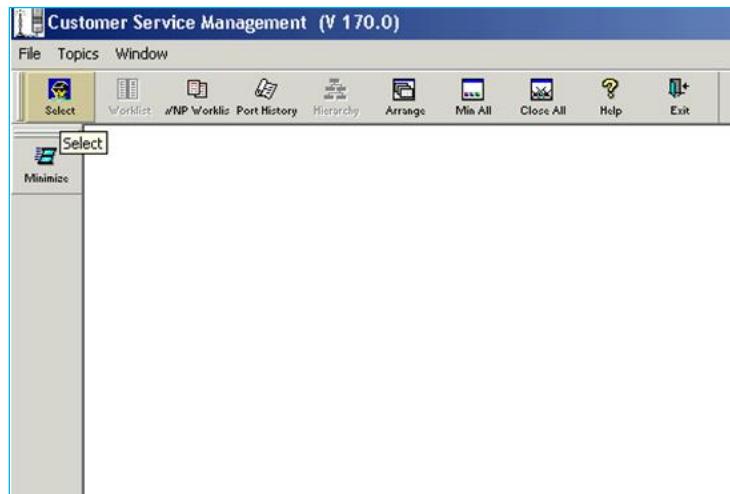
- 4 Enter your Username and press TAB then enter your Password. Press TAB and select OK.



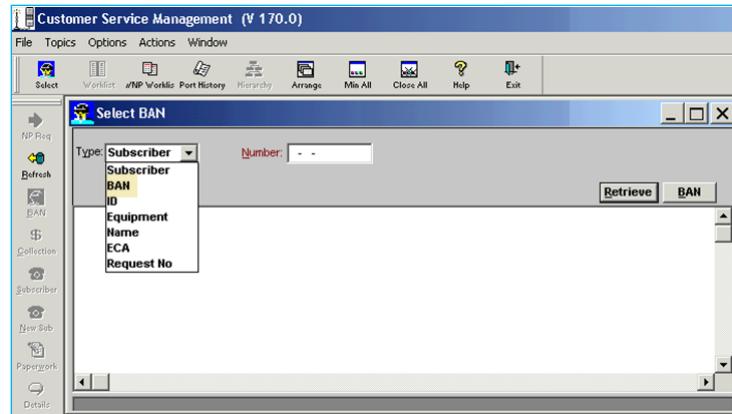
- 5 Select the network icon labeled CSM (Customer Service management) portal.



- 6 On the CSM portal, click on the SELECT icon.

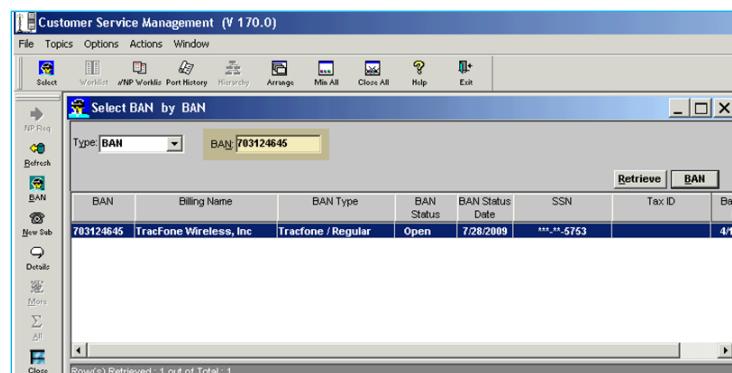


7 Select BAN.

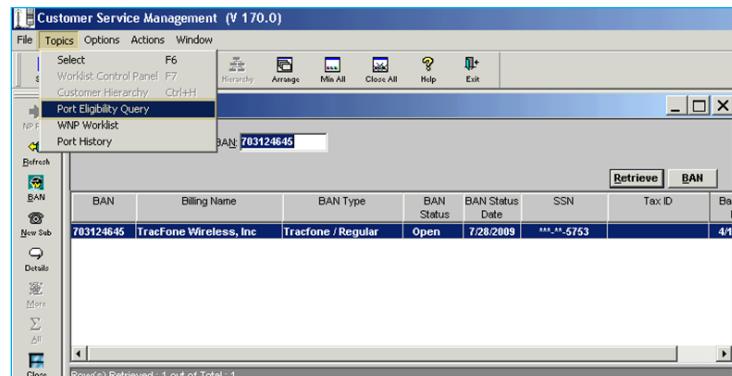


6 Enter the TracFone BAN.

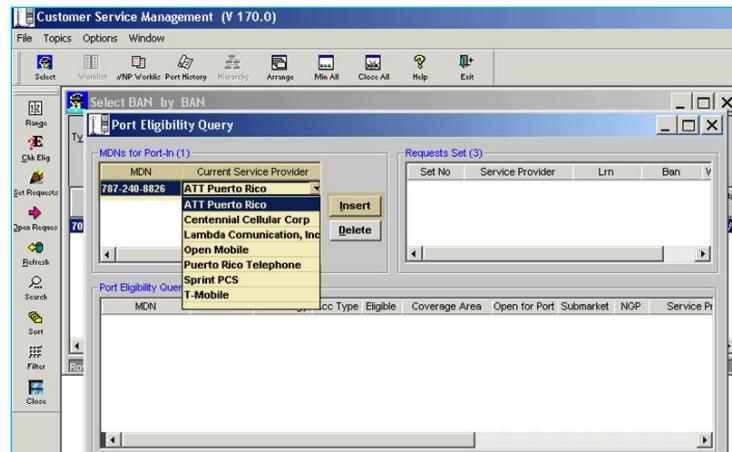
- 703124645
- 703124838
- 703124703
- 703124861
- 703124816



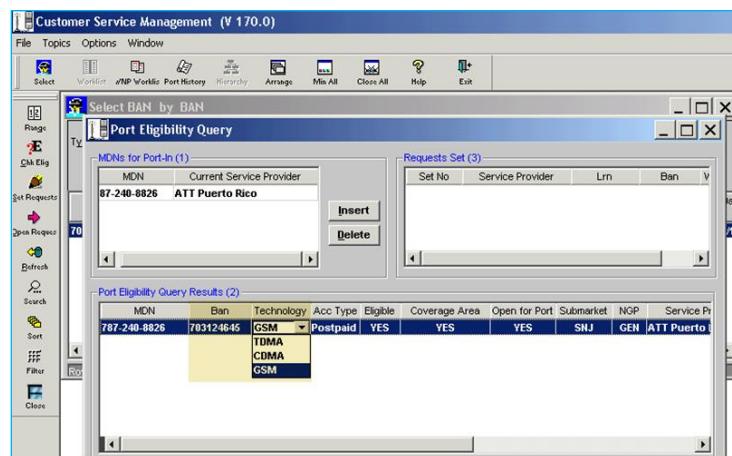
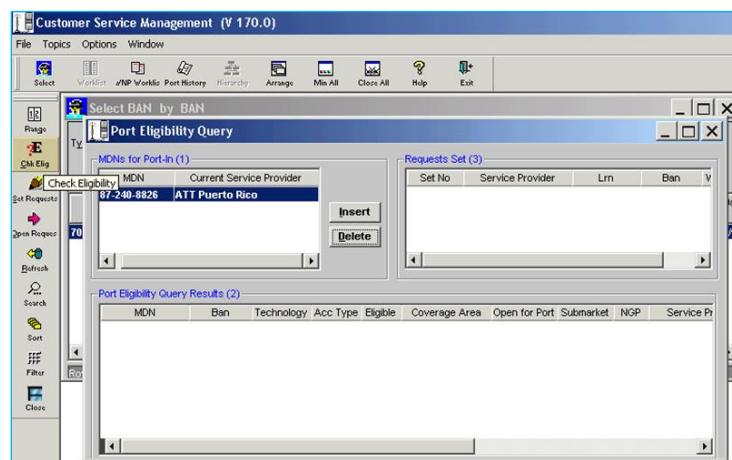
9 Go to Topics tab and select Port Eligibility Query.



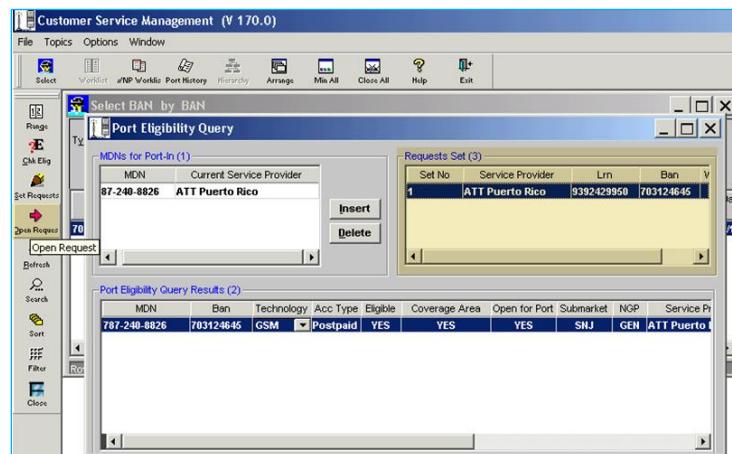
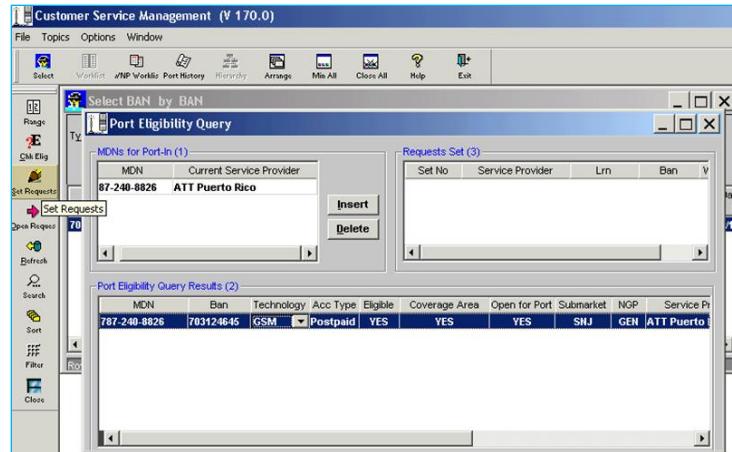
- 10 On the Port Eligibility Query screen, select Insert tab then enter the customer's MDN (area code and phone number) under MDN and select the customer's current service provider from the menu.



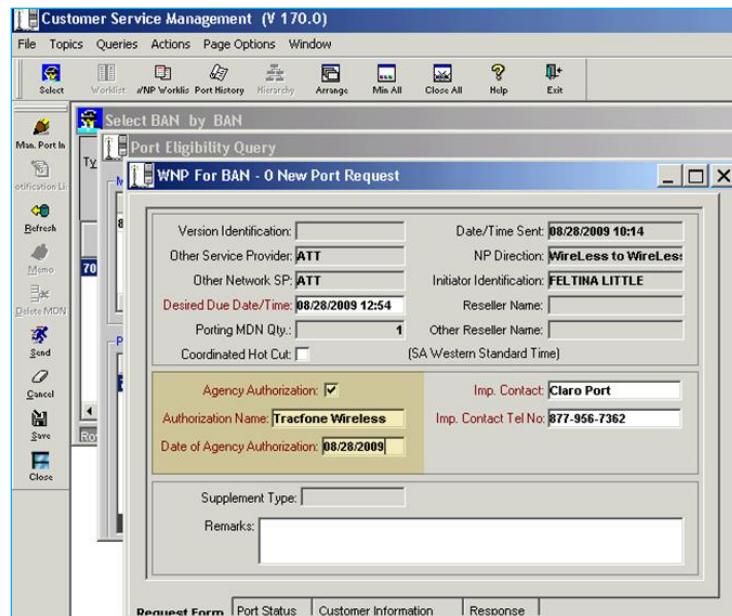
- 11 Select Check Eligibility. Add the BAN number and select the Technology.



- 12 Select Set Request. Select the Set No then select Open Request.



- 13 The desired due date will auto populate. Select Agency Authorization. Enter the customer's name under Authorization Name then enter today's date under Date of Agency Authorization.



- 14 Select Port Status tab then select Send under the Next drop down.

Line	MDN	MDN Status	MDN Stage	Subscriber Name
1	787-240-8826	ASSIGNED	OPEN	Claro

Action	Action Date		
Next	00/00/0000 00:00:00		
CASV	Cancel After Save	SYSTEM	SAVE
PQI	Send	REP	SAVE
SAVE	SAVE	REP	SAVE
MAN1	Manual Port In	REP	SAVE

- 15 Select Customer Information tab. Enter the customer's information from Clarify then select Send.

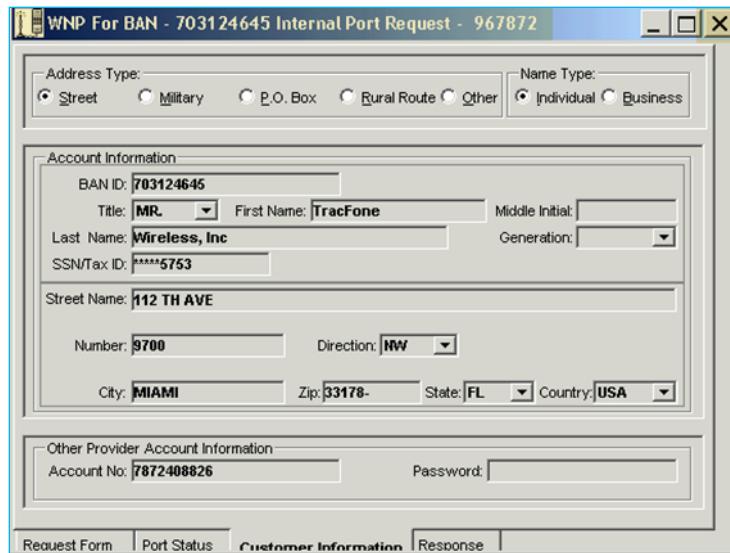
Customer Information:

- Customer's Billing First Name
- Customer's Billing Last Name
- Billing Address
- Billing Account Number
- Password/PIN if provided

Account Information	
BAN ID:	0
Title:	MR.
First Name:	TracFone
Middle Initial:	
Last Name:	Wireless, Inc.
SSN/Tax ID:	*****5763
Street Name:	112 TH AVE
Number:	9700
Direction:	NW
City:	MIAMI
Zip:	33178-
State:	FL
Country:	USA

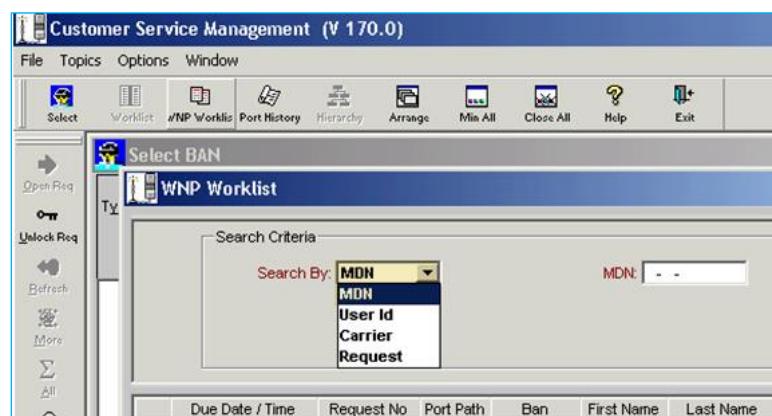
Other Provider Account Information	
Account No:	7872408826
Password:	

- 16 Close the WNP For BAN screen.

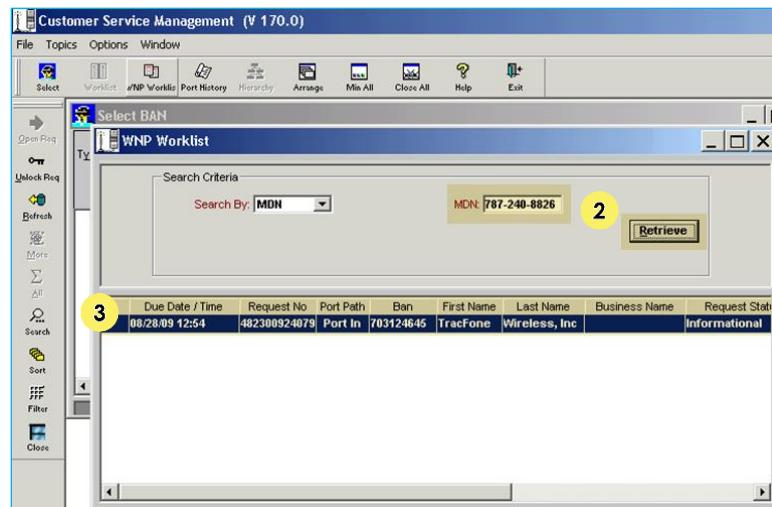


Checking the Port Status

- 1 Go to the WNP Worklist, select MDN from the drop down.



- 2 Enter the phone number to be ported and select Retrieve.
- 3 Double click on the highlighted line.

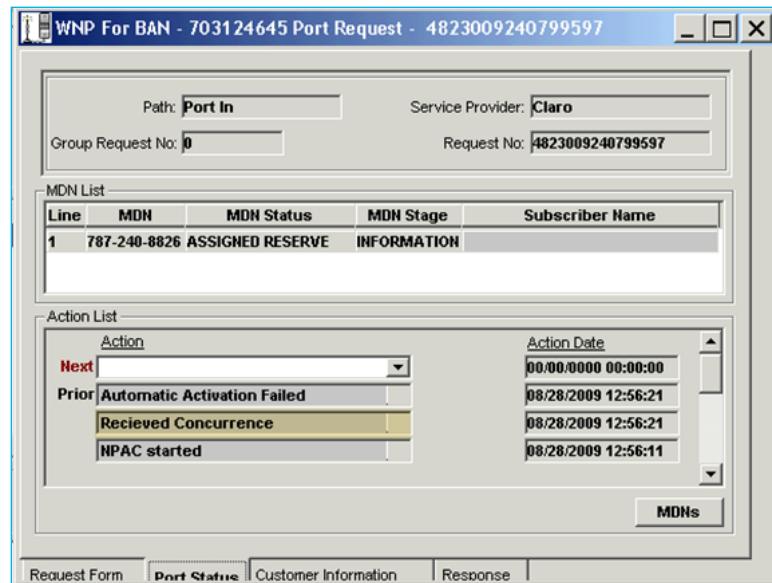


- 4 You will see Concurrence Received under Action.



Note

You will not be able to activate until the due date and time is met.

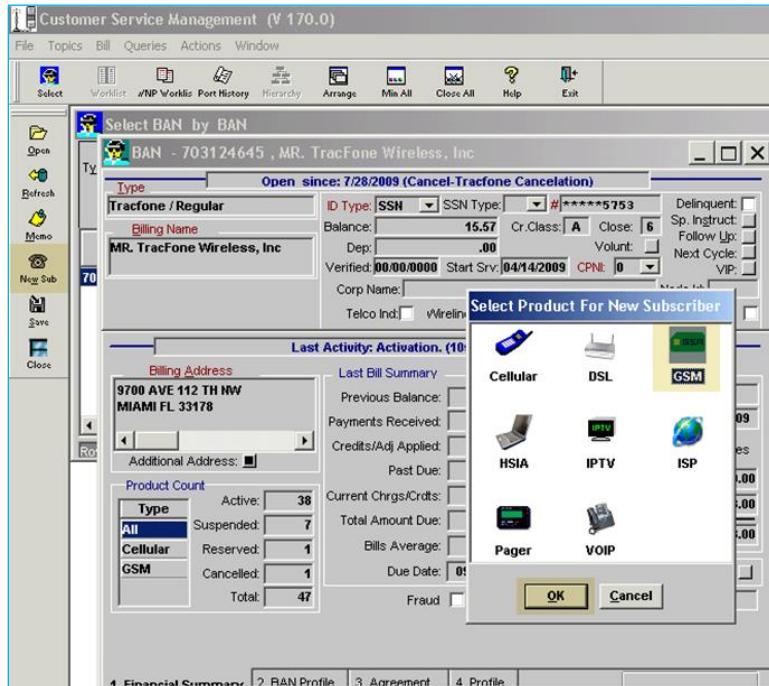


Activating in Claro

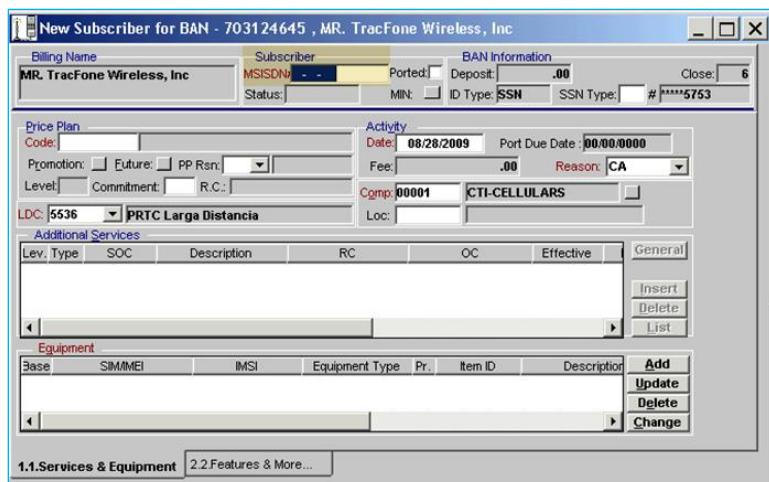
- Under Type, select BAN and enter the Claro BAN number. Select Retrieve.



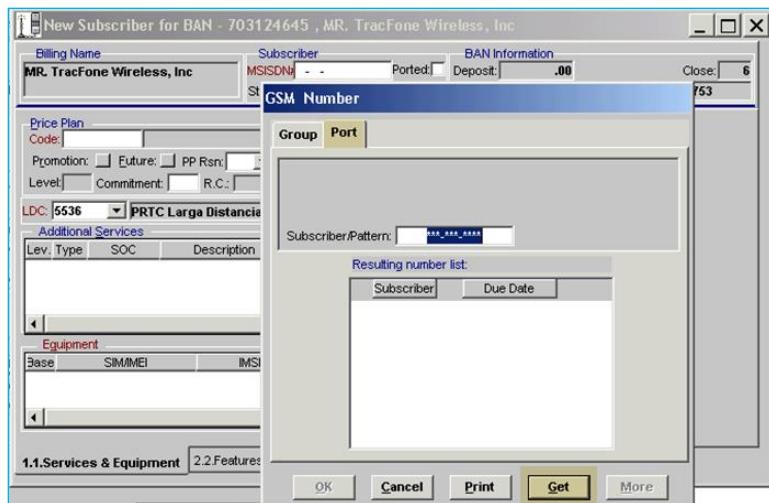
- Select the icon New Sub. The Select Product for New Subscriber screen will display. Select on the GSM icon then select OK.



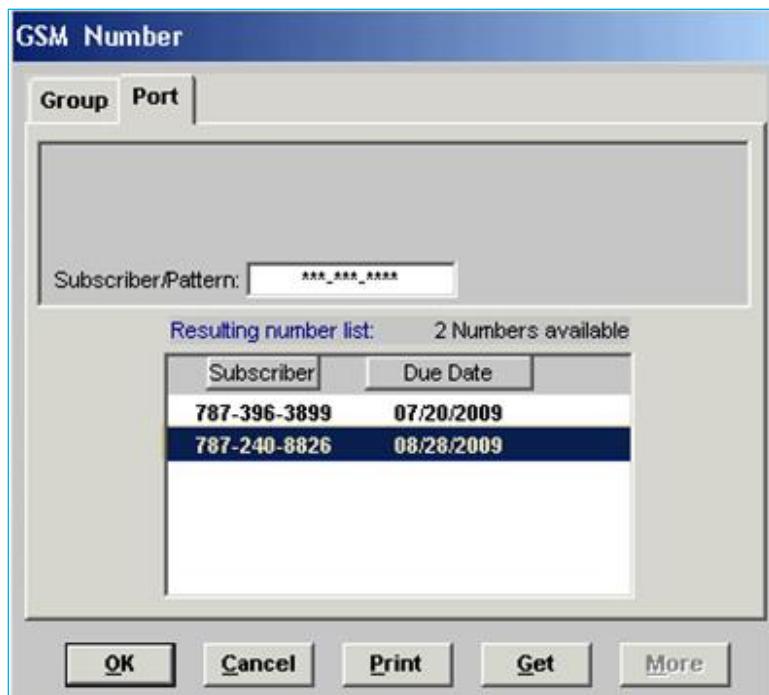
- Double click on the MSISDN field.



- 4 Select the Port tab and select Get.



- 5 Select the MIN that you are porting from the list.



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- 6 Double click on Code under Price Plan. The Price Plan List screen will display, select OK.



Note

We will only have one Rate Plan for Claro.

This screenshot shows the 'New Subscriber for BAN' window. In the 'Price Plan' section, the 'Code' field contains 'TRACFONE'. Other fields include 'Promotion' (unchecked), 'Future' (unchecked), 'PP Rsn' (dropdown menu), 'Level' (SUB), 'Commitment' (dropdown menu), 'R.C.' (dropdown menu), 'LDC' (5536), 'Comp' (00001), 'CTI-CELLULARS', and 'Loc' (empty). Buttons for 'Insert', 'Delete', and 'List' are visible. Below this is an 'Equipment' section with tables for 'Base', 'SIM/MEI', 'IMSI', 'Equipment Type', 'Pr.', 'Item ID', and 'Description'. Buttons for 'Add', 'Update', 'Delete', and 'Change' are present. At the bottom are tabs for '1.1.Services & Equipment' and '2.2.Features & More...'. A status bar at the bottom right shows '1.1.Services & Equipment' and '2.2.Features & More...'.

This screenshot shows the 'Price - Plan List' window. The 'Available Price-Plans' section displays a single row: Level SUB, Code TRACFONE, Description 'Tracfone Basic Plan', RC empty, Terms 0, Sale Eff Date 01/02/1980, Sale Exp Date 00:00:00. To the right are buttons for 'OK', 'Cancel', 'All', 'Zoom', and 'Sort'. Below this are sections for 'Promotion for selected Price-Plan', 'Get One for selected Price-Plan', and 'Included for selected Price-Plan'. Each section has its own table with rows for TFLD, TFROAM1, and TFROAM2. A status bar at the bottom right shows 'Row(s) Retrieved : 1 out of Total : 1'.

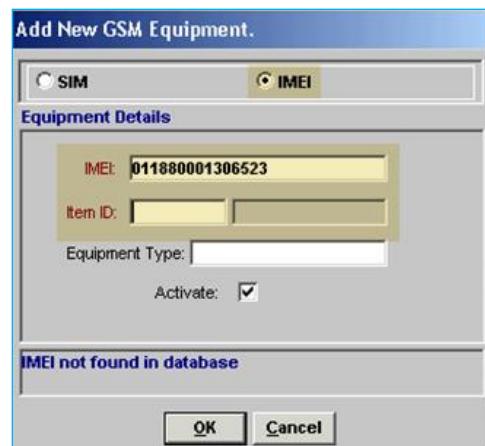
- 7 Select Add.

This screenshot shows the 'New Subscriber for BAN' window again. In the 'Price Plan' section, the 'Code' field now contains 'TRACFONE' and 'Tracfone Basic Plan'. The 'Additional Services' table has three new rows: 'SUB Opt TFROAM1 Tracfone Roaming 0.00 0.00 08/28/2009', 'SUB Opt TFROAM2 Tracfone Roaming 2 0.00 0.00 08/28/2009', and 'SUB Opt TFLD Tracfone Long Distor 0.00 0.00 08/28/2009'. The rest of the window is identical to the previous screenshot.

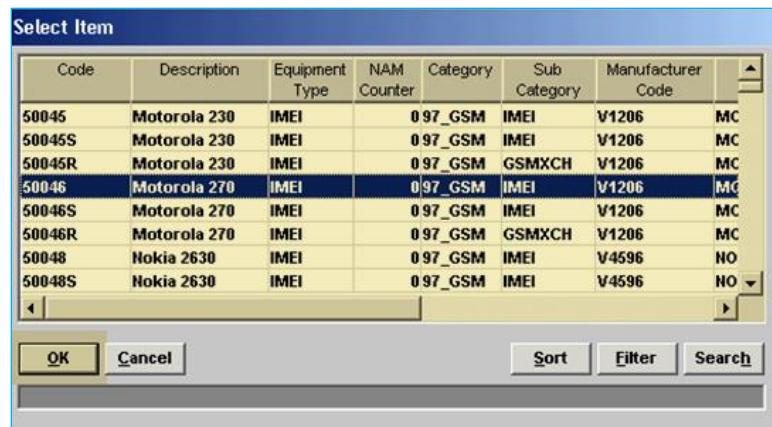
- 6 Enter the SIM number then press TAB. All other information under Equipment Details will auto populate. Select OK.



- 9 Select the IMEI button and enter the IMEI number. Double click on Item ID.



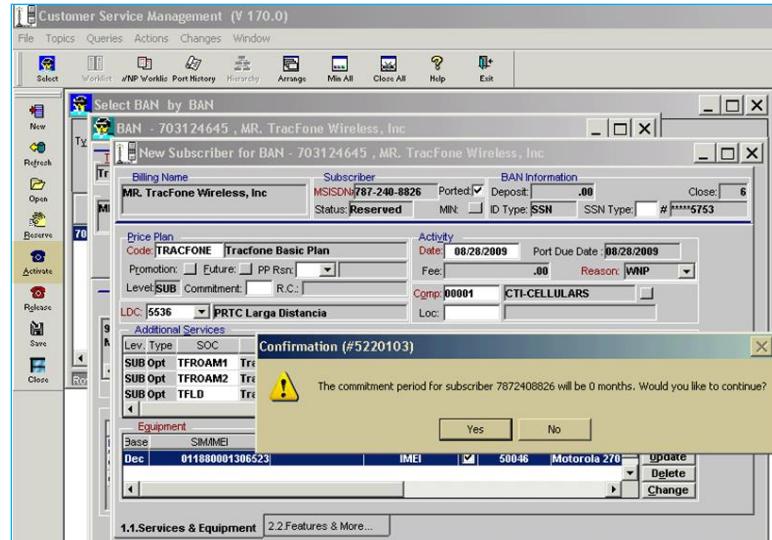
- 10 Locate the model of the handset that you will activate from the list and select OK.



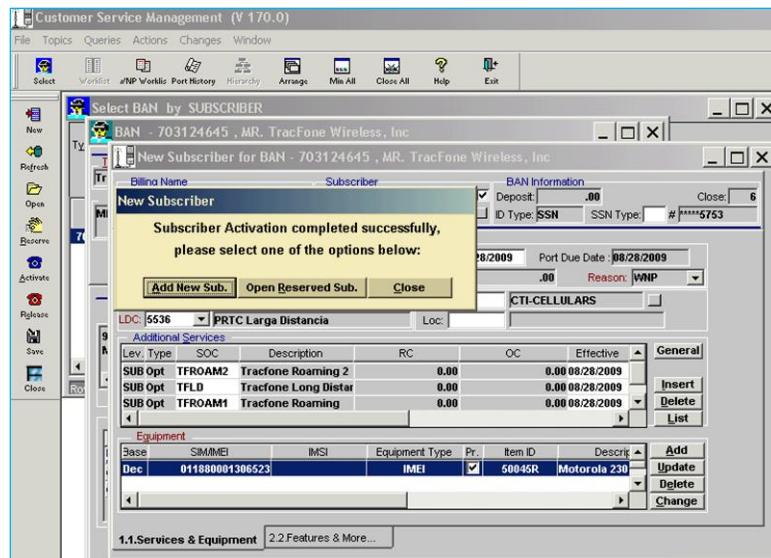
- 11 On the Add New GSM Equipment screen, select OK.



- 12 Select on the Activate icon. A confirmation message will pop up, select Yes.

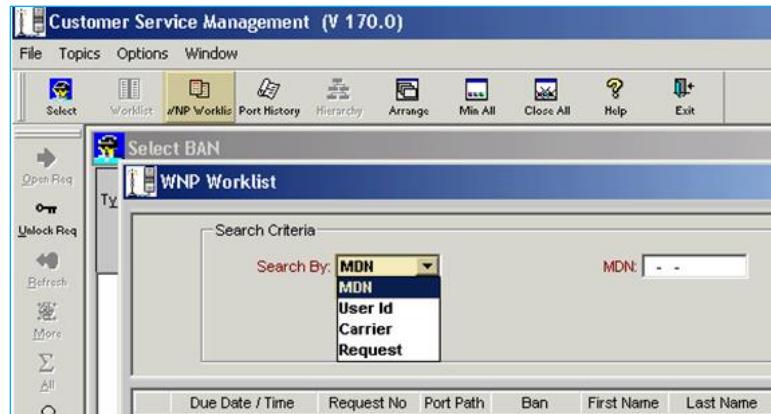


- 13 New Subscriber screen will display, select the Close button.

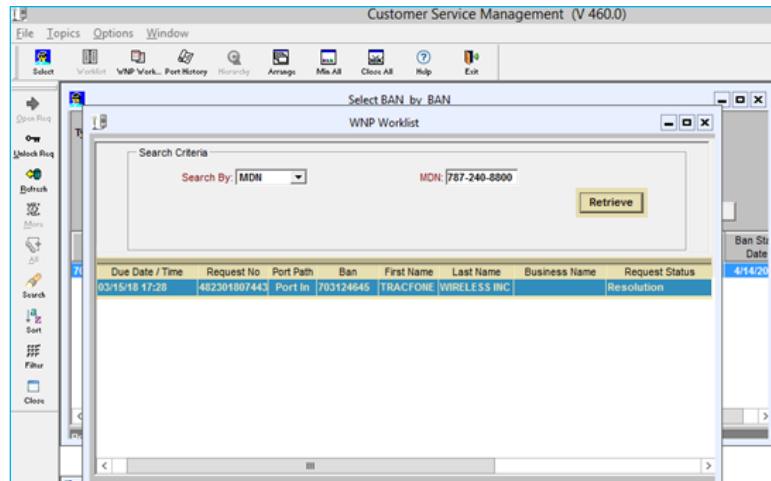


Modifying Resolution Required Status

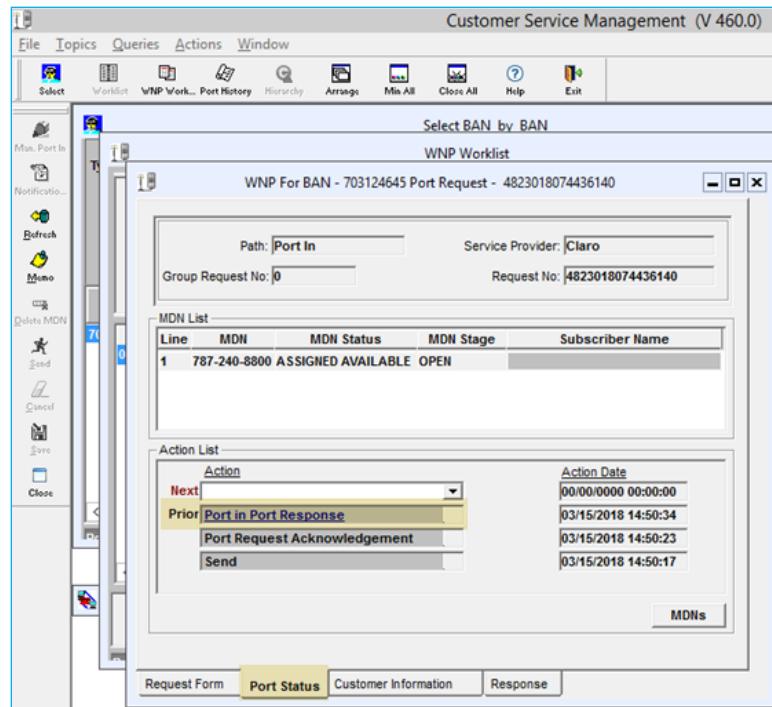
- 1 Retrieve the request by going to WNP Worklist and select MDN from the dropdown.



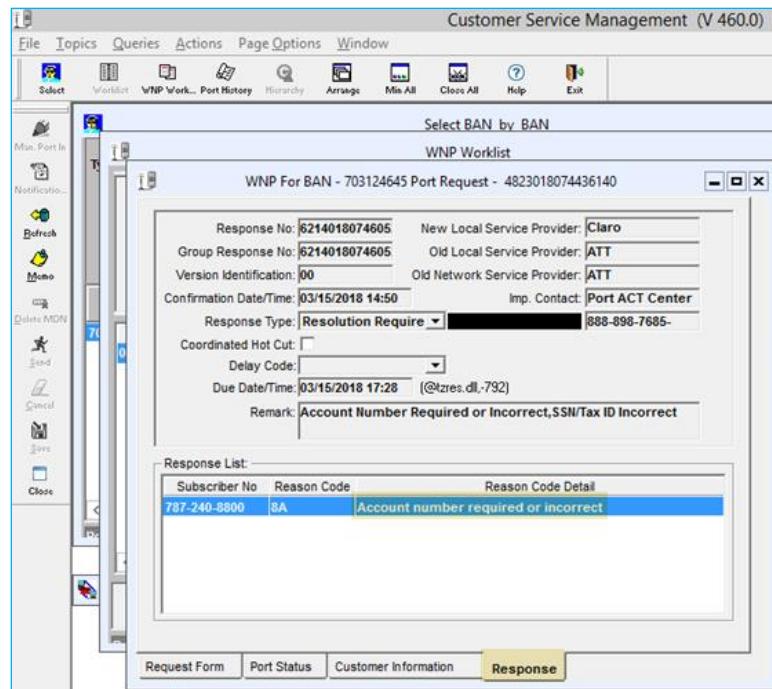
- 2 Enter the MDN and select Retrieve. Double click on the request.



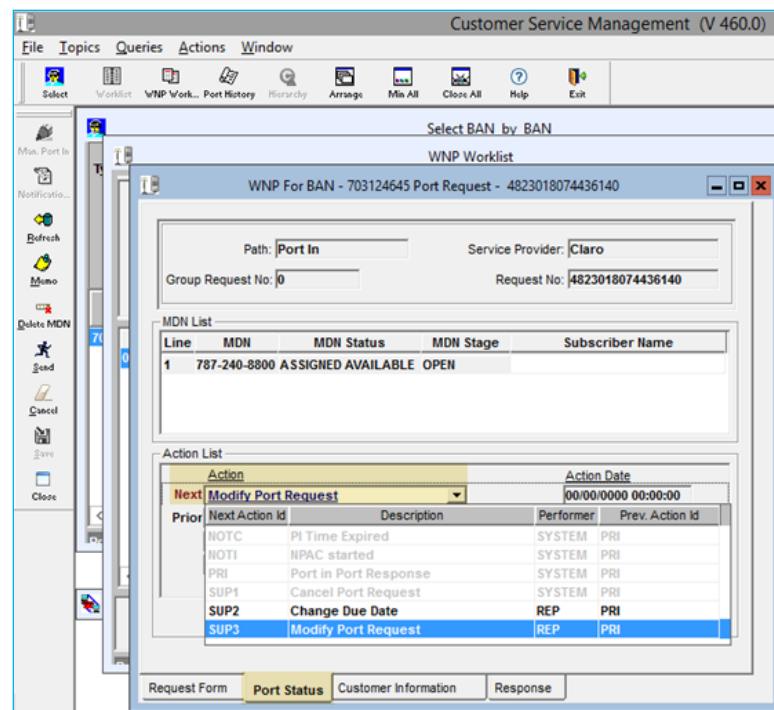
- 3 Go to Port Status tab and select Port in Port Response.



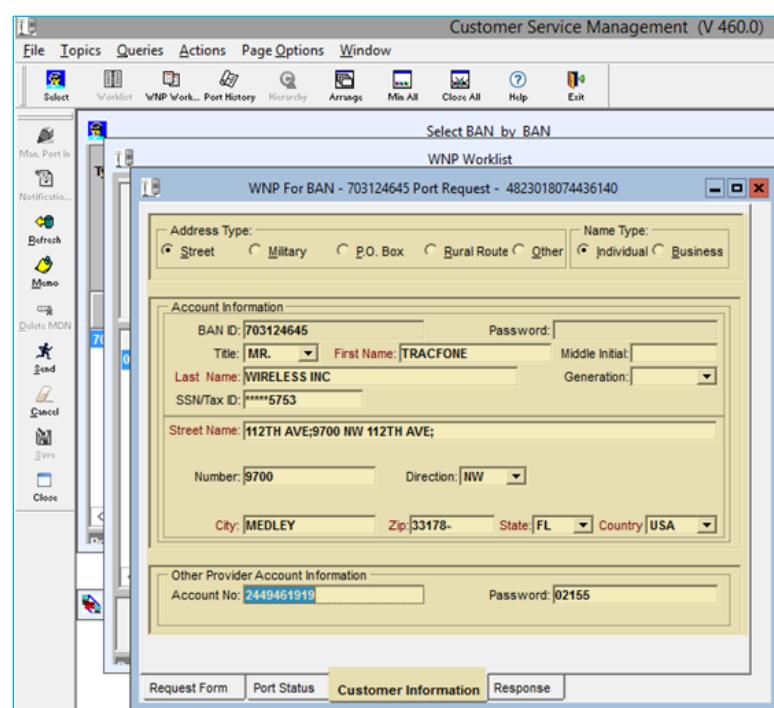
- 4 Go to the Response tab to determine the required information.



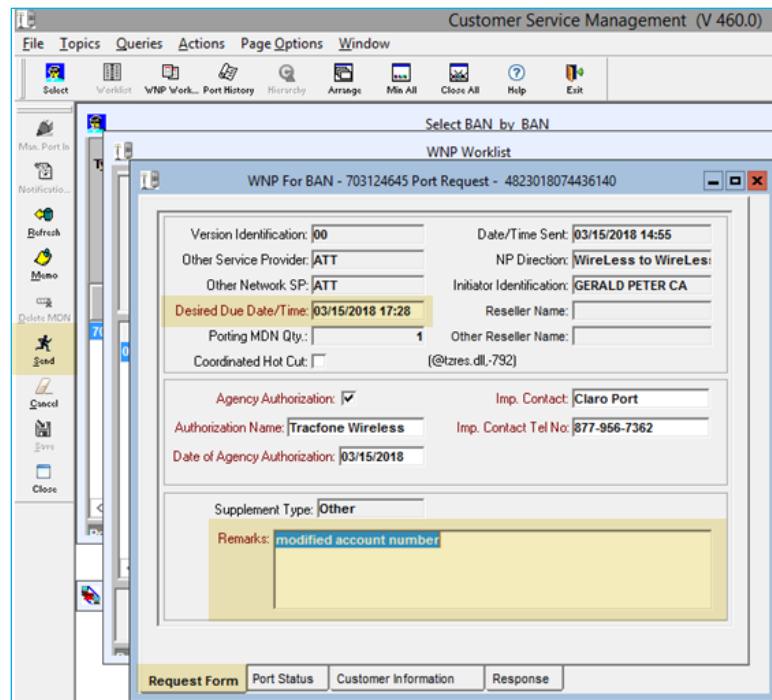
- 5 Go back to Port Status tab and select Modify Port Request from the dropdown.



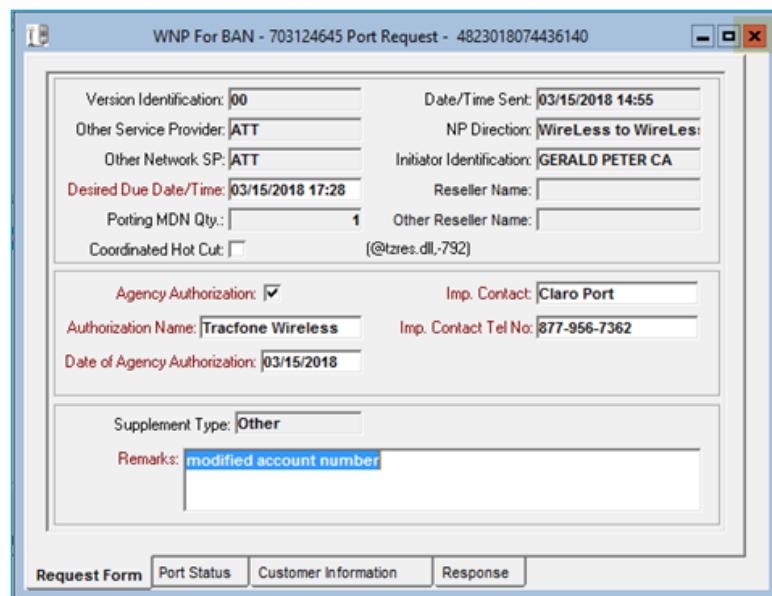
- 6 To update the required information, go to Customer Information tab.



- 7 In the request Form tab, add Remarks. Change the DDT to additional 3 hours for Wireless and 72 hours for Wireline then select Send.

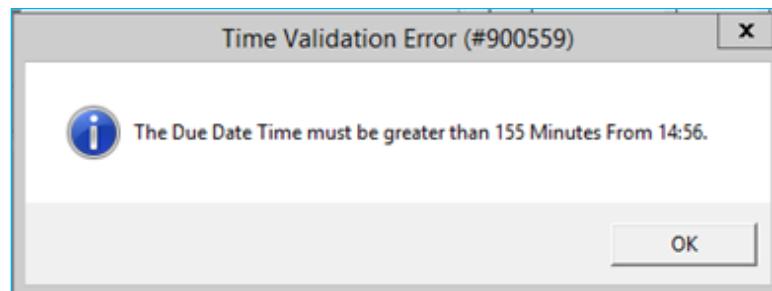


- 6 Close the WNP Worklist window and check again for the new port status.



Note

If DDT was not change, you will encounter the Time Validation error. Simply adjust the DDT to 3 hours (Wireless) and 72 hours (Wireline) then select Send.



How to identify a CES customer in TAS

Claro Enterprise Solutions (CES) customers can easily be identified in TAS. The two main identifiers are:

- 1 Service Type in the Service Profile
- 2 Another indicator states: **This is a B2B customer, please redirect the call to the B2B services team.**

Service Profile	
Serial Number	104279704887264
Hex Serial Number	PHNT128PSIMC4TDP
Part Number	Technology GSM (BYOD)
Brand	NET10
Sequence	0
Dealer	ORG90375 Standard Chartere...
Phone Status	ACTIVE
SIM	89014104279704887264
SIM Status	SIM ACTIVE
MIN	9178437348
MSID	9178437348
MIN Status	ACTIVE
Zip	07102
Carrier	190410 CINGULAR T...
Customer Id	1327969111
Contact Name	Joseph Andrade
Lid	96941998
Group Id	96941998
Activation Date	01/23/2019
Deact Date	
Cards In Reserve	0
Service End Date	06/21/2019
Next Charge Date	06/21/2019
Rate Plan	TPV3
Service Plan Obj Id	533
Auto-Refill	CES-Unlimited 5GB Plan, 30-Day
Next Refill Date	
Warranty Exchanges	
Basic Warranty	Active

New Customer Same Customer Contact Profile Refresh Hide/Expand

ESN Support

2 B2B Information

This is a B2B customer, please redirect the call to the B2B services team.

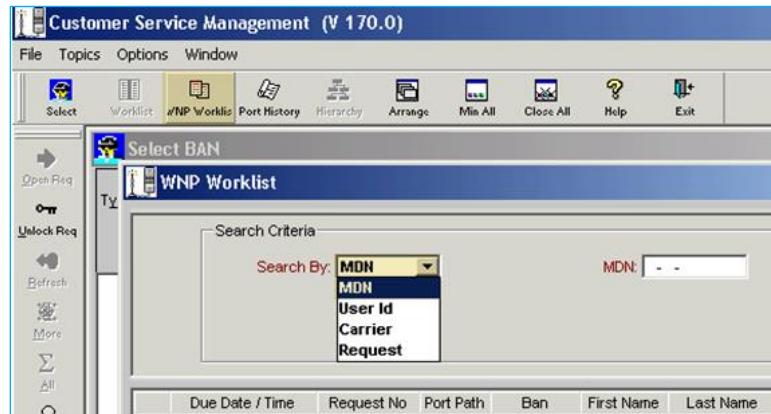
The account administrator details can be found in the Contact Profile section. When working on a resolution required ticket for CES, you must contact the administrator to obtain the correct information.

Contact	
Profile	
Customer Id	1325907345
Lid	
First Name	Richard
Last Name	Mauri
Phone	9548856709
Address	3350 SW 148th Ave Ste 400
City	HOLLYWOOD
State	FL
Zip	33027

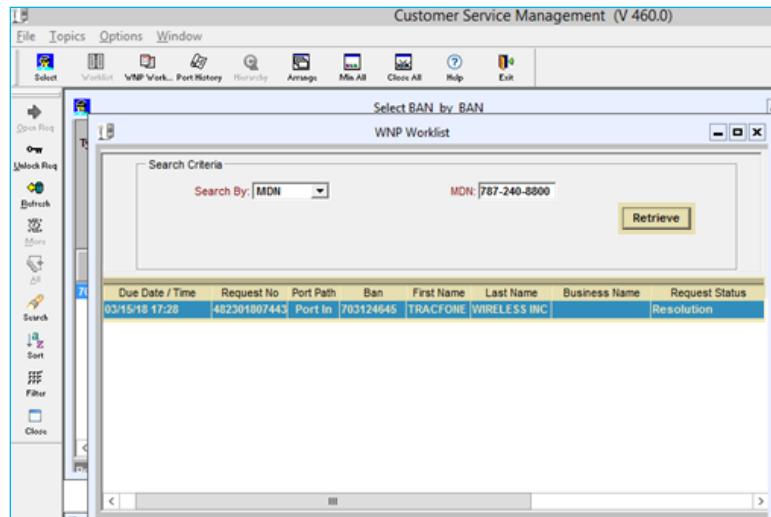
New Customer Same Customer Refresh

Cancelling a Port Request

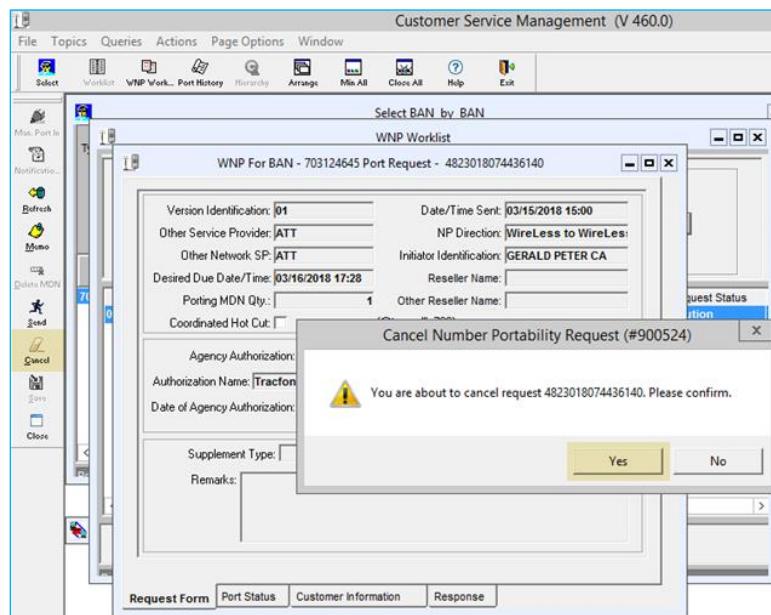
- 1 Retrieve the request by going to WNP Worklist and select MDN from the dropdown.



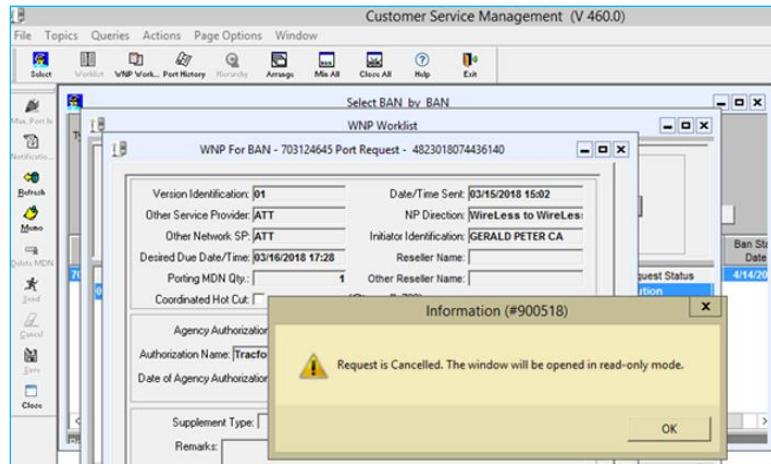
- 2 Enter the MDN then select Retrieve. Double click the request.



- 3 On the left-hand side, select the Cancel button. A pop up message to confirm cancellation will display, select Yes. No need to add the reason.

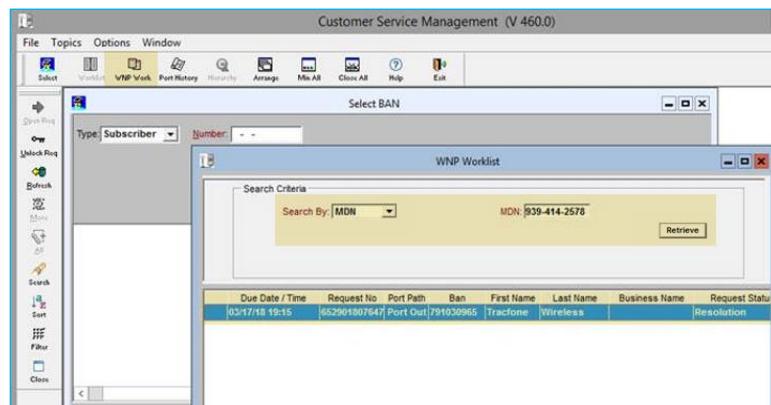


- 4** Request is now cancelled.
Proceed in cancelling the Port In ticket.

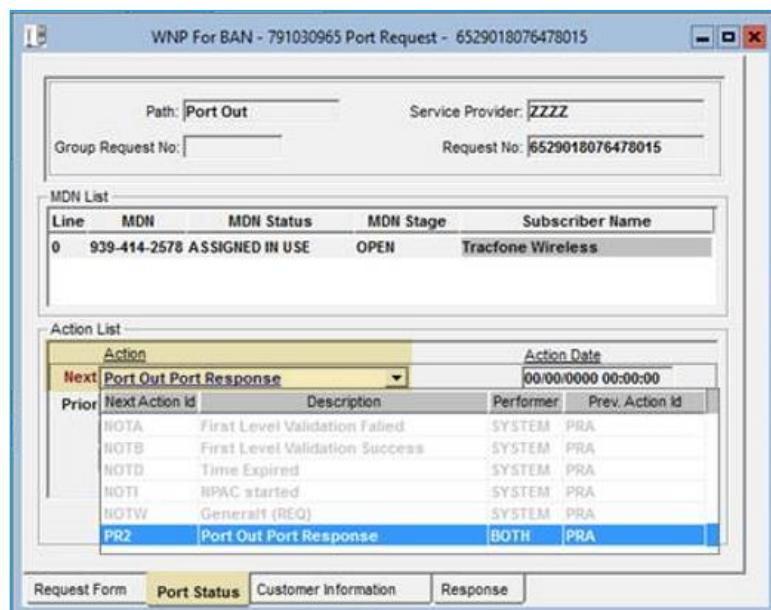


Sending a Port Out Response

- 1** Retrieve the request by going to WNP Worklist. Select MDN from the dropdown and enter the MDN then select Retrieve. Double click on the port out request.



- 2** In the Port Status tab, select Port Out Port Response from the dropdown.



- 3 Go to Response tab, select the appropriate response from the Response Type dropdown then select Send.



Note

The Port Out guidelines for Claro is the same with other carrier billing systems. Refer to Chapter 8 of this manual for the complete guidelines and procedures.

The screenshot shows a software interface titled "WNP For BAN - 791030965 Port Request - 6529018076478015". The "Response" tab is active. In the "Response Type" dropdown, "Confirmation" is selected. Other fields visible include "Response No: 14630225", "Group Response No: 791030965", "New Local Service Provider: ZZZZ", "Old Local Service Provider: Claro", "Old Network Service Provider: Claro", "Confirmation Date/Time: 00/00/0000 00:00", "Imp. Contact: Claro Port", "Coordinated Hot Cut: [empty]", "Delay Code: [empty]", "Due Date/Time: 03/17/2018 19:15 (@tzies.dl.-792)", and "Remark: [empty]."

Port Admin Tool – Claro

Port Admin Tool is a user interface that will assist you in processing a port for Claro carrier.



Note

This tool should ONLY be used for processing Ports to a Claro carrier.

- 1 To access, go to Transactions tab and select Port Admin Tool.
- 2 Enter the T-Mobile Portability Ticket ID and select Find Ticket.

The screenshot shows a navigation menu on the left with sections like ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, and LTE. The "Transactions" section is expanded, showing options such as Activation, Redemption, Enrollments, Value Plan Services, Family Plans, MIN Change, SIM Change, Deactivation, Complete Ports, Portability - Port In, Portability - Port Out, Port Admin Tool (highlighted with a yellow circle), and Upgrade. On the right, there is a search bar labeled "Enter Ticket Id" with a "Find Ticket" button. A number "2" is highlighted in yellow near the search bar, and a number "1" is highlighted in yellow near the "Port Admin Tool" link.

- 3 Review the ticket to make sure all the information was completed.



Note

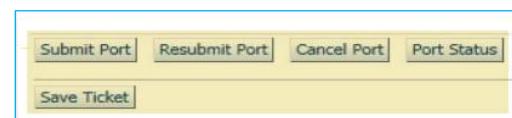
- For **External ports** all fields are required. The web created tickets will not populate all the required fields. You will have to manually enter the missing information which will be saved under the Old Notes field.
- For **Internal ports** the Contact information is not required.

This screenshot shows the 'Service Profile' section of the Claro system. On the left, a sidebar lists various support and administrative links. The main area displays a customer's information for a port-in request. The customer's name is KOFFI ABA, with account number 940771632 and phone number 1197925442. The address is 1752 Featherwood St, Silver Spring, MD 20904. The service provider is listed as T-MO. A note in the 'Old Notes' section indicates a resolution required for the account number. Buttons for 'Validate Port Eligibility' and 'Save Ticket' are visible.

This screenshot shows the 'Port Admin Tool' section of the Claro system. It mirrors the structure of the Service Profile screen, with a sidebar and a main form for entering porting information. The customer's details, service provider, and notes are identical to the previous screenshot. Buttons for 'Submit Port', 'Resubmit Port', 'Cancel Port', 'Port Status', and 'Save Ticket' are present at the bottom.

The Port Admin tool allows you to communicate with Claro. The following buttons are used to send action items.

Submit Port (EPIR or PIR): Used to submit port in request to Claro. The Submit Port button validates the eligibility of the MIN before submitting. Therefore, there is no need to validate the number before submitting the port.



The message - **TracFone: Completed Successfully** will appear on top of your screen and the Old Notes field will be updated. This message means that the action was sent and received by Claro but it does NOT mean that the Port was processed successfully.

The Port was processed successfully response will not be returned automatically, you will have to check the port status to see if the port is complete.

Claro tracks its request by MIN. If the MIN needs to be changed after a port has been submitted, you will need to:

- 1 Select the Cancel Port tab.

- 2 Change the MIN and select Submit Port.
- 3 By clicking the Port Status (PIS), you will be able to view the current status of a port in request. Some of the most common status messages are: In progress, Delay, Resolution Required and Portability is Complete. An error message reference table has been included at the end of this manual.

If the Port Status returns as Resolution Required, the reason will be displayed in the Old Notes field. Enter the correct information then select Resubmit Port to resend the rejected port in request.



Note

Update the necessary field with the correct information. If needed, contact the customer and follow the standard procedure for getting the correct information.

Once the Port is processed successfully by Claro, continue with the pre-established portability process to complete the port.

Completing a Port in TAS

Once it's determined that the port is already completed on the carrier side, you may follow the step by step guide on how to complete the port and activate the MIN in TAS. The same procedure has to be done. Go to Completing a Port in TAS section for your reference.

Cancelling a Port Request

A port can be cancelled as long as it has not been approved by the Old Service Provider.

- To cancel a Port Request, select Cancel Port tab.

When the port is cancelled, you will receive a confirmation message. This indicates that the request was received by Claro and it does not mean that the transaction was cancelled.

The screenshot shows a horizontal menu bar with four buttons: 'Submit Port', 'Resubmit Port', 'Cancel Port' (which is highlighted in yellow), and 'Port Status'. Below the menu is a button labeled 'Save Ticket'.

The screenshot shows a message box with the following text:
Request or incorrect.
MIN: 3019191832
dmg1babing2015-09-21
[EPIMR] TracFone: transaction completed successfully
ESN: 260822122062626
SIM: 8901260822122062626
MIN: 3019191832

- The "Old Notes" field will be updated. To Confirm, select Port Status.

The screenshot shows a message box with the following text:
5] TracFone: portability is cancelled

Validating Port Eligibility

This option is used to determine if the MIN being transferred is eligible to be ported.

- To validate the MIN, select [Validate Port Eligibility](#).

The screenshot shows a form with fields for Current Carrier (T-MO), Account Number (940771632), Pin (5275), Current Carrier Id, Current ESN, Activation Zipcode (20904), and New Notes (containing '[PIS] TracFone: portability is cancel'). On the right, there is a 'Validate Port Eligibility' button and a 'Old Notes' section showing a previous validation message from 2015-09-22.

- Once the validation is complete, you will receive a confirmation message.

Save Ticket: allows you to save information without submitting the port.

The screenshot shows a form with fields for Current Service Provider (T-MO), Account Number (940771632), Pin (5275), Current Carrier Id, Current ESN, Activation Zipcode (20904), and New Notes (containing '[PIS] TracFone: portability is cancel'). On the right, there is a 'Validate Port Eligibility' button and a 'Old Notes' section showing a previous validation message from 2015-09-22. Below the main form is an 'Assigned Carrier Information' section and a 'Save Ticket' button.



Note

To search for a new ticket, you need to scroll up and go back to the Port Admin page then enter the ticket number. Select Find Ticket and please make sure to save the changes made before you select Find Ticket.

! For Claro Ports, make sure to first use the Port Admin Tool in TAS before Claro Citrix Receiver. If an error was encountered while processing the port using the Admin Tool then use Claro Citrix Receiver as back up.

Let's Review

Read the questions below and provide the best answer.

- 1 When checking port eligibility for CTN which of the following is entered first to start validation in Claro?
 - a. Ban Number
 - b. Customer's Telephone Number
 - c. Customer's Name
 - d. All of the Above
- 2 Which of the following options in the Topics Tab do we select to check port eligibility?
 - a. Port Eligibility Query
 - b. WNP Work List
 - c. Poor History
 - d. All of the Above
- 3 In the Port Eligibility Query screen we need to click on the following to start validation.
 - a. Insert
 - b. Delete
 - c. Refresh
 - d. None of the Above
- 4 Using the screenshot, list down the steps in logging in to Claro.



- 5 What button should you select to go to Port Eligibility Query screen?
- 6 Which tab is selected to check on port status?
- 7 List all the information that should be added on the Account Information screen.

- 6 When checking a port status, what should you do on this screen?



- 9 On the Add New Equipment screen, what should you do after entering the IMEI number?
10 How many rate plans do we have for Claro?
11 After adding the equipment values to complete activation in Claro, we select _____ icon on the side bar.
12 List three (3) fields that need to be filled out on the New Port Request Form.

Answer the below questions with TRUE or FALSE.

- 13 When validating in Claro the customers' OSP is not required to be specified.
14 The Check eligibility tab is located in the side bar in Claro.
15 On the submission page in the request form section, Desired due date will auto populate.

Chapter 8: Port Out

This chapter will present you with an overview of the steps to be taken when processing Port out requests.

Objectives

By the end of this chapter, you will be able to:

- Explain the Port out processes.
- Utilize the Carrier Systems and TAS to confirm and complete a Port out request.
- Identify when the MIN and/or the information provided by the customer may require further investigation and resolution before completing a Port out.
- Recognize and understand key “Port Out” terms used throughout this lesson.
- Score at least 90% in the written examination.

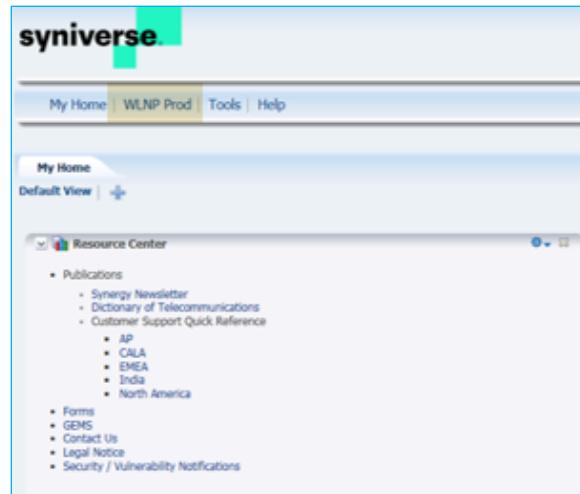
Logging into the Carrier System

To log on to the crossroads system, click the Crossroad link on your desktop or in your browser’s favorites list. The log-in page will display.

- 1 Enter the username and password. Select Login.

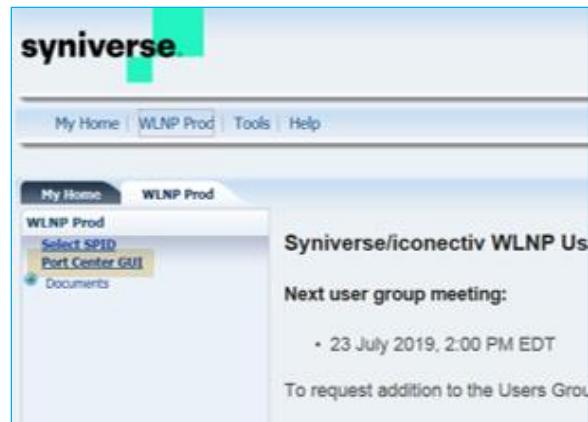
The screenshot shows the 'Welcome to the MySyniverse Portal' page. It features two input fields: 'Username:' and 'Password:', both highlighted with a light yellow background. Below these fields is a blue 'Login' button. To the right of the password field, there are links for 'Browser Requirements?' and 'Forgot your password?'. At the bottom right, it says '© 2012 SYNIVERSE TECHNOLOGIES, INC.'

- 2 From the Home page, select the WLNP (Wireless Line Number Portability) Production tab.

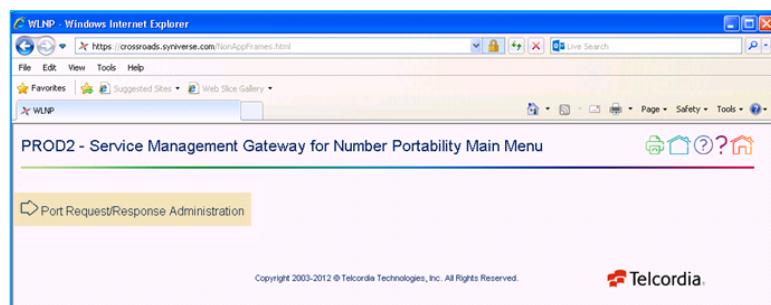


Querying Port - Out Records

- Select Port Center GUI from left hand side menu. The Service Management gateway for Number Portability Main Menu will be displayed.



- A Pop-up will appear. Select the plus (+) sign next to the “Port Request/Response Administration” folder.



- The following options will display:
 - ICP Port Selection:** Used to retrieve Port request lists or single MDN queries.
 - ICP Port Details:** Not used.
 - Select “ICP Port Selection” to access the ICP Port Selection Query Parameters page



- Before beginning your query you must define the parameters of your search. You will need to fill in the required fields: ICP Port Status, Port Type, and Date and Time Selection.

- From the ICP Port Status drop down menu, select Delayed.



Note

All initial Port tickets are “Delayed.”

The screenshot shows a dropdown menu titled "ICP Port Status". The "Port Type" dropdown is set to "Delayed". The list of options includes: Canceled, Confirmed, Delayed (which is highlighted in blue), Invalid Request, Invalid Response, Resolution Required, Response Failed TP, Response Rejected TP, Response Valid, Request Stored, and Waiting For Response.

- From the Port Type drop down menu, select Port-Out.

The screenshot shows a dropdown menu titled "Port Type". The "Port Type" dropdown is set to "Port Out". The list of options includes: Port In and Port Out (which is highlighted in blue).

- Enter the date and time in the “From” and “To” fields. Dates must be entered without slashes (/). **For example:** 08012007. The system will place the slash (/) automatically. System will populate the time (00:00) automatically.

The screenshot shows a "Date and Time Selection" form. The "From" field is set to "11/16/2013 00:00:00" and the "To" field is set to "11/18/2013 00:00:00". The "Apply To" dropdown is set to "Request Received".

- From the Apply to drop-down menu, select “Request Received”.

The screenshot shows an "SP ID Selection" form. The "Apply To" dropdown is set to "Request Received". Other dropdowns include "New Local", "New Network", and "Old Network".

- The page will expand. From the Version drop-down menu, select Latest Valid.

The screenshot shows a "Version" dropdown menu. The "Archive" dropdown is set to "Latest Valid". The list of options includes: Latest Valid (which is highlighted in blue) and Latest.

10 Request/Response

Administration: ICP Port Selection screen will return with your information. (List of Delayed Port-Out requests that need to be processed.) Select Query button.

The screenshot shows the 'Port Request/Response' administration interface for ICP Port Selection. It includes fields for 'Ported TN(s)', 'Version', 'Archive', 'Date and Time Selection' (From 03/30/2019 00:00:00, To 03/31/2019 00:00:00), 'SP ID Selection' (New Local, Old Network), and 'Request Number'. A note on the right states: 'When confirming Port-Out on a specific MIN Ported TN(s), field should be completed.'



Note

When confirming Port-Out on a specific MIN Ported TN(s), field should be completed.

Confirming a Port – Out Requests Internal Port Tickets Identified as SPID 585B



Note

Before processing the Port-Out request, you must review the New Local SP ID (Service Provider ID) column. (585B is a TRACFONE Internal Port Ticket.) To process a Port-Out request with this SPID you must submit a Port-Out confirmation in Crossroads.

- Select “Create Port-Out Response” from the “Select Action” drop-down menu. The ICP Port Details will display.

The screenshot shows the 'Port Record Type: Port Out Response' screen. It displays 'Service Providers' (New Local/Reseller: 6214 - Cingular Wireless2, Old Local/Reseller: ZZZZ - TRACFONE, Old Network: 6006 - Verizon Wireless 600) and 'Port Request' details (Request No: 652901908972621, Version ID: 00, SUP, Date/Time Sent: 03/30/2019 15:36, WICIS Rel. No: 5.0.0, Group No: , Coord. Hot Cut: Auto-activate).

- Select Confirm to proceed to the next step.

The screenshot shows the same 'Port Record Type: Port Out Response' screen after confirmation. The 'Port Request' section now includes 'Request ID: 6214019089939458', 'Port Direction: A-Wireless to Wireless', 'Desired Due D/T: 03/30/2019 17:59', 'LRN: ', 'Port to Original: ', 'Request Creator: 190460762', 'New SP Contact: PORT ACTIV CTR', 'Contact TN: 888-899-7685', 'User ID: ', and 'Use Medium Timers: '. The 'Port Response' section includes 'Response No: 60060190895193725', 'Version ID: 00', 'Date/Time Sent: 03/30/2019 17:59', 'WICIS Rel. No: 5.0.0', 'Due Date/Time: 03/30/2019 17:59', 'Group No: ', 'Coord. Hot Cut: ', 'Response Type: Custom', 'Old SP Contact: Delay Resolution Required', 'Contact TN: ', and 'Use Medium Timers: '.

Number Portability

2020

- ### 3 Select Save.



Note

Return to the beginning of Step 3 and continue to process all Port-Out requests with 585B in the New Local SPID ID column. Note the ICP Port Selection List/Row ID is sequential. Continue to process list in sequential order until complete. ICP Port Status will not change on List. Port-Out request will drop off of list.

Query Parameters		
<input type="button" value="Query"/>	<input type="button" value="Clear"/>	
Port Record Type: Port Out Response <input type="button" value="▼"/>		
Ported TN: <input type="text"/>		
<input type="button" value="Create-Port Out Response"/> <input type="button" value="Save"/> <input type="button" value="TP Status"/> <input type="button" value="Request Data"/> <input type="button" value="Response Data"/> <input type="button" value="Error(s)"/>		
prev rec... next rec... prev request... next request...		
▼ Service Providers, Port Request and Port Response		
Service Providers New Local/Reseller: <input type="text" value="6214 - Cingular Wireless/2"/> Old Local/Reseller: <input type="text" value="ZZZZ - TRACFONE"/> <input type="button" value="▼"/> Old Network: <input type="text" value="6006 - Verizon Wireless:600"/>	Port Request Request ID: <input type="text" value="6214019089939458"/> Version ID: <input type="text" value="00"/> SUP: <input type="text" value=""/> Date/Time Sent: <input type="text" value="03/30/2019 14:29"/> WICIS Rel. No: <input type="text" value="5.0.0"/> Group No.: <input type="text" value=""/> Coord. Hot Cut: <input type="text" value=""/> Auto-activate: <input type="checkbox"/>	Port Direction: A-Wireless to Wireless Desired Due D/T: 03/30/2019 17:59 LRN: <input type="text" value=""/> Port to Original: <input type="checkbox"/> Request Creator: <input type="text" value="193460762"/> New SP Contact: PORT ACTIV CTR Contact TN: <input type="text" value="888-898-7685"/> User ID: <input type="text" value=""/> Use Medium Timer: <input type="checkbox"/>

PROD2 - ICP PORT DETAILS

PROD2 - Port Request/Response Administration: ICP Port Details

*** YOUR REQUEST HAS BEEN SUBMITTED**

Query Parameters

<input type="button" value="Query"/>	<input type="button" value="Clear"/>	Port Record Type:	Port Out Response	Ported TN:	Request Number: 6214013321414253	Own
<input type="button" value="Select Action"/>		<input type="button" value="Save"/>	TP Status	<input type="button" value="Request Data"/>	Response Data	Error(s)
<prev rec...> next rec...>		<prev request...> next request...>		Port Type: Port Out Response		Total Retrieved: 1 Record Disp
Service Providers		Port Request				
New Local/Reseller: New Network: 6214 - Cingular Wireless/2		Request No:	6214013321414253	Port Direction:	A-Wireless to Wireless	
Old Local/Reseller: ZZZZ - TRACFONE		Version ID:	00	Desired Due D/T:	11/17/2013 20:33	
Old Network: 6006 - Verizon Wireless - S		SUP:		LRN:		
		Date/Time Sent:	11/17/2013 17:05	Port to Original:		
		WCIS Ref. No.:	5.0.0	Request Creator:	10226711	
		Group No.:		New SP Contact:	DAVID DUENAS RS	
		Coord. Hot Cut:		Contact TIN:	800-346-6895	
		Auto-activate:		Use Medium Timers:		

Row ID	Select	ICP Port Status	ICP Message Status	Report Number	Req Vol	Req SUP	Request Date Time Sent	First Ported TN#	Req Vol	Req SUP	Response Date Time Sent	New Local SUP ID	New SUP ID	New CDR SUP ID	Port Out Date Time	Old CDR SUP ID	Old SUP ID - Name
1	Delayed	processed	6664019083031842	00	03/20/2019 15:45	965-438-5791					03/20/2019 15:46	6664	6664	6006	03/20/2019 15:41		
2	Delayed	processed	6664019083031843	00	03/20/2019 15:45	965-438-5791	00	D	D	D	03/20/2019 15:46	6664	6664	6006	03/20/2019 15:41	2222	TRACFONE
3	Delayed	processed	5214018500050621	02	3	03/20/2019 15:45	960-560-3707				03/20/2019 15:46	6214	6214	6006	03/20/2019 15:41		
4	Delayed	processed	6664019083031846	00	03/20/2019 15:45	965-253-2940					03/20/2019 15:46	6664	6664	6006	03/20/2019 15:41	2222	TRACFONE
5	Delayed	processed	6664019083031846	00	03/20/2019 15:45	965-253-2940	00	D	D	D	03/20/2019 15:46	6664	6664	6006	03/20/2019 15:41	2222	TRACFONE
6	Delayed	processed	62209180572349	00	03/20/2019 15:46	316-393-1627					03/20/2019 15:46	6529	6529	6006	03/20/2019 15:31		
7	Delayed	processed	62209180572348	00	03/20/2019 15:46	316-393-1627	00	D	D	D	03/20/2019 15:46	6529	6529	6006	03/20/2019 15:31	2222	TRACFONE
8	Delayed	processed	6664019083031845	00	03/20/2019 15:45	965-362-9900					03/20/2019 15:46	6664	6664	6006	03/20/2019 15:41	2222	TRACFONE
9	Delayed	processed	63403089841584	03	3	03/20/2019 15:45	864-504-0966				03/20/2019 15:46	5334	5334	6006	03/20/2019 15:06		

Specific MIN/External Port-Outs

- 1 Query Crossroads for Port Request details. (Refer to the previous section for steps)
 - 2 Define the parameters of your search. Only two fields are required to Query a specific MIN/Port-Out request:
 - **Ported TN(s): MIN / Port Type: Port-Out**
 - Enter the MIN in Ported TN(s) field.
 - Select “Port-Out” from the “Port Type:” drop-down menu.
 - Select **Query**.
 - 3 Double click the second number in the “Request Number” column. The Query for your Request Number page will be displayed.

Row ID	Selected	ICP Port Status	ICP Message Status	Request Number	Req. ID	Req. Sub ID	Request Date/time Sent	First Ported TN(s)	Req. Ver ID	Ring Type	Response Date/time Sent	New Local Min ID	New Min ID	Old Min ID
1	<input type="checkbox"/>	Delayed	Processed	HE00000121401473	.0		03/29/2019 10:28	216-382-5728	00	D	03/29/2019 10:28	853C	853C	8008
2	<input checked="" type="checkbox"/>	Delayed	Processed	HE00000121401473	.00		03/29/2019 10:28	216-382-5728	00	D	03/29/2019 10:28	853C	853C	8008

Port Request/Response -

PROD2 - Port Request/Response Administration: ICP Port Selection

Query... Sort...

Query Parameters

2

Query **Save Parameters** **Clear**

TN, Archive, and Version Selection

Ported TN#(216-362-5728) **Sort...**

Version Archive

Date and Time Selection

From To Apply To

Within TN Range

Archive

ICP Port Status

SP ID Selection

Port Type **Port Out**

Request Number

Peer Loc New Network Old Network Q200 - Telecom Wireless

Select All DeSelect All Sort Action

prev... next... Row ID

3

Row ID	Select	ICP Port Status	ICP Message Status	Request Number	Req Ver	Req SFT	Request Date/Time	First Fwded (Ack)	Req Ver ID	Req Type	Response Date/Time	New Local SP ID	New Remote SP ID	OM SP ID
1	<input type="checkbox"/>	Delayed	Processed	18020000000000000000	2019-01-26	216-362-5728	2019-01-26 10:29	216-362-5728	1	REVERSE	2019-01-26 10:29	MSDC	MSDC	0000

Before proceeding with the confirmation of an external port ticket you must:

- Validate the number is active in TAS and Billing.
- Validate the customer's information matches in Crossroads and TAS.
- Validate the customer's account number (ESN/IMEI or the entire SIM (BYOP GSM) and the security PIN.
 - If the request came with the incorrect or misspelled first and last name, but has the ESN/IMEI or the entire SIM (BYOP GSM) in the account number field and PIN in crossroads is correct, the Port- Out will be confirmed.
 - If the request cannot be verified, for lack of information in our system, a resolution-required response must be sent stating the reason. (I.e. Customer's information doesn't match.)
 - If the request is received and the line is in past due status, a resolution-required status (MDN not active) must be sent.
 - If the request is received prior to the line going past due, a confirmation must be sent.
 - When working on an Internal Port-Out and the line is suspended, you may restore it.



Note

For BYOP GSM, the customer can use the last 15 or the entire SIM as long as it matches the last 15 or entire SIM in TAS. For BYOP CDMA/LTE, the account number should be the serial number of the device and not the SIM.

The following codes may be used:

- 6D - MDN not active.
- 8A - Account number is required or incorrect
- 8C - Password/PIN is required or incorrect



Note

When you receive a call from the new service provider and the customer is requesting for account information, verify/provide the information then close the call. Agents are not to remain on the line while the carrier submits the Port request. Agents can remain on the line while the carriers modify the request.

ICP Port Details Screen

- 1 To obtain the customer's information in Crossroads, select the "Request Data" button.

Number Portability

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- 2** Validate MIN is active and Customer Information matches information in Crossroads.

- Review the created ticket in TAS for External Port-Out Requests before continuing.

- 3** Confirm Port-Out in Crossroads.

- Select “Create Port-Out” in the first drop-menu at the top left of your screen. Response field will change to “Edit.”
- Select “Confirm” in “Response Type:” field.
- Select Save.

The message “YOUR REQUEST HAS BEEN SUBMITTED” will be displayed on the top right corner of the screen. To continue processing the Port-Out Requests, select the yellow X (top right of the screen) to close the “Port Detail” page.

Row ID	Select	ICP Port Status	ICP Message Status	Request Number	Req Ver ID	Req SUP	Request Date/Time Sent	First Ported TN(s)	Resp Ver ID	Resp Type
1	<input type="checkbox"/>	Confirmed	Processed	6214013320390620	00		11/16/2013 11:50	260-242-2952		
	<input type="checkbox"/>		Processed	6214013320390620	00		11/16/2013 11:50	260-242-2952	00	D

! Once an external Port-Out request is confirmed, the number no longer resides at TRACFONE.

Resolution Required

If the information in Crossroads does not exist in TAS (MDN not active), or the customer’s information doesn’t match in both systems, the Port-Out must be placed in Resolution Required Status. Follow the below steps in the Crossroads system to change the Port-Out request.

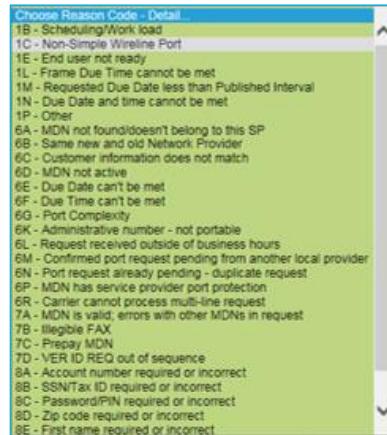
- 1** Select **Resolution Required** from the “Response Type:” drop-down menu; the “Reason Code and Reason Detail” will highlight.

- 2 Choose Reason Code and Detail from the drop-down menu. (Shown below.) Reason code: 8A - Account Number required or incorrect.
- 3 Enter reason in "Remarks:" field if another information is missing, i.e., Password/PIN is required or incorrect.
- 4 Select Save button. "Reason Code and Detail" will populate in respective fields when "Save" button is selected.

The screenshot shows the 'Port Record Type: Port Out Response' screen. A dropdown menu 'Choose Reason Code & Detail' is open at the top right, with item '1B - Scheduling/Work load' selected. A yellow circle labeled '2' points to this menu. Below it, a dropdown menu 'Resolution Required' is also open, with item '1' selected. A yellow circle labeled '1' points to this menu. In the center, there's a table with columns 'Select', 'IN', and 'Reason Code'. One row is highlighted with a yellow circle labeled '3' pointing to the 'IN' column. The 'Reason Code' column contains the value '505-221-3657'. At the bottom left, there's a 'Remarks:' field.

Codes to be used:

- 6D – MDN not active
- 8A - Account Number required or incorrect
- 8C – Password/PIN is required or incorrect



ICP Port Status for Port-Out requests requiring resolution will change to "Resolution Required" as shown below.

Row ID	Select	ICP Port Status	ICP Message Status	Request Number
1	<input type="checkbox"/>	Resolution Required	Processed	6664007245234502
	<input type="checkbox"/>		Processed	6664007245234502

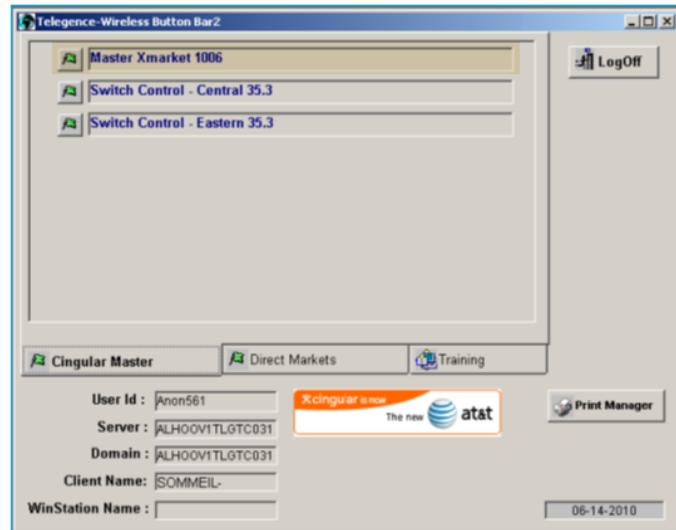
Processing AT&T/Cingular Telegence Port – Out Ticket Requests

Previously, we learned how to process a Port In request in the Telegence system. In this section we will learn how to process Port-Out requests. After initial login to the Telegence system, select the “Cingular Master” tab. All markets are monitored for Port-Out requests daily.

- 1 Access Cross-market in Telegence.



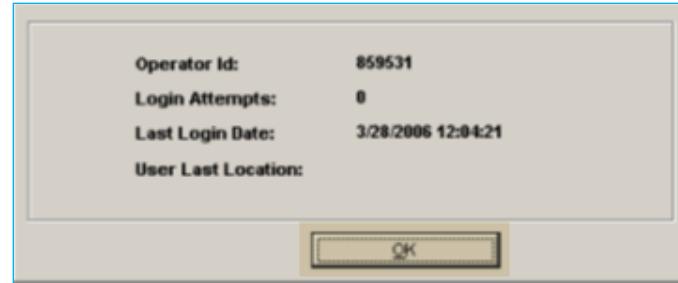
- 2 Select “Master Xmarket 1006”. All markets must be monitored, so simply choose the market in which you want to perform the query from the list, and continue to review each market.



- 3 Enter your User ID and Password then select the “cross-market” row.



- 4 Once completed, select OK.



- 5 Select "Customer Information" tab.



Note

- The customer's information must match the information in TAS.
- To review the customer's information in Telegence, to "stare and compare" with information in TAS, select the "Customer Information" tab on the "Number Portability Request" screen.
- If the information does not match, the Port Out Request cannot be confirmed. See "Resolution Required" page.

Before proceeding with the confirmation of an External Port ticket the following steps should be followed.

- 1 Validate the number is active in TAS and Billing.
- 2 Validate the customer's information matches in Telegence and TAS:
 - If the request came with the correct account number and PIN in Telegence, port out will be confirmed.
 - If the request cannot be verified for lack of information in our system, a resolution required response must be sent stating the reason (i.e Account number is required or incorrect).
 - If the request is received and the line is past due, a resolution required response (MDN not active) must be sent.
 - If the request is received prior to the line going past due, a confirmation must be sent.
 - When working on an internal port out and the line is suspended, you may restore it.

- 3 Select “Port Status” tab.
- 4 Select “Port Out Port Response” from the drop down menu in the “Next (Action)” field.

Line No.	MDN	MDN Status	MDN Stage	Due Date Time	Product
1	434-987-9998	ASSIGNED	AVAIL/OPEN	04/08/2019 17:18	Gsm

Action	Action	Return Status	SMG
Next	Port Out Port Response	SUCCESS	
Prior	Port Response Acknowledgment	SUCCESS	
	Port Out Port Response	SUCCESS	
	Port Out Port Request	SUCCESS	

- 5 Select “Response” tab.
- 6 Select “Confirmation” from the drop down menu in the “Response Type” field.
- 7 Select the “Send” button at the bottom of the screen.

Code	Description	Time
C	Confirmation	00:00:0000 00:00
D	Delay	
R	Resolution Required	

Line No.	Subscri	Reason
<	III	>



Note

- When you receive Port Out calls, you should verify the information in TAS and billing system before sending a response. If the information is correct, create a Port Out ticket prior sending a confirmation.
- All numbers ported into Telegence are not complete until we get concurrence and NPAC started.

Line No.	MDN	MDN Status	MDN Stage	Due Date Time	Product
1	571-439-2879	ASSIGNED	AVAIL/INFORMATION	04/08/2019 16:29	Gsm

Action	Action	Return Status	SMG
Prior	Concurrence	SUCCESS	
	MP51 (MDN)	SUCCESS	
	Generalit (REQ)	SUCCESS	
	NPAC started	SUCCESS	

The Port Out DDT for Telegence is found under the Request Form tab on the NP Request screen. The DDT is on Central Time, make sure to specify this in your Port Out ticket notes.



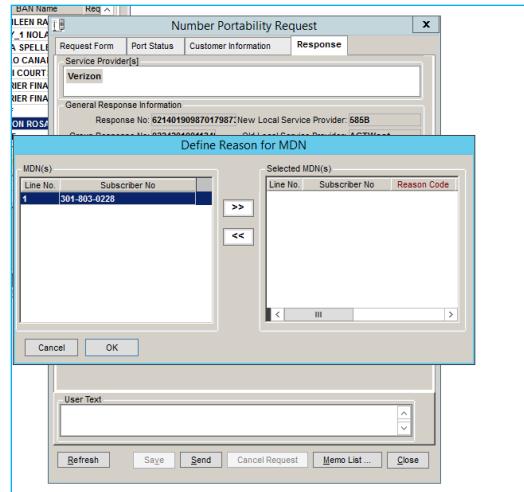
Note

DO NOT manually deactivate the line in Telegence. This is automatically done once the port out is completed.

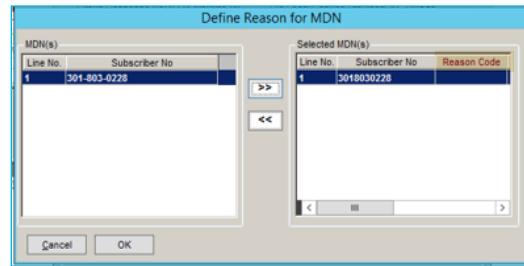
If the information in Telegence does not exist in TAS (Past Due status) or the customer's information doesn't match in both systems, then the Port Out must be placed in "Resolution Required" status. Follow the steps below in Telegence to change the Port Out request:

- 1 Select "Resolution Required" from the "Response Type" drop-down menu.

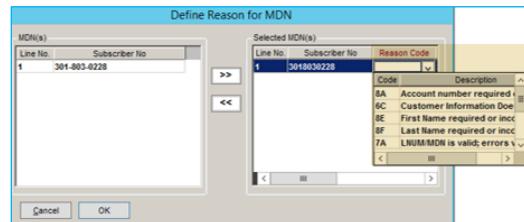
- 2 Select New. The define reason for the MDN screen will be displayed.



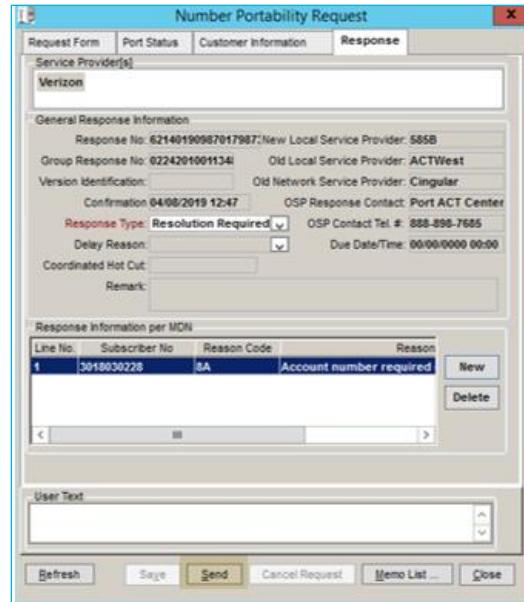
- 3 Select the **Reason Code** field.



- 4 Select a reason from the **Code/Description** drop-down menu and select **OK**.



- 5 Select **Send** to complete the “Resolution Required” process.



Carrier System – Sprint

Select the [Sprint portal link](#) on your desktop or in your browser’s favorites list and then follow the steps below to log into the application.

- 1 Once the application is open, enter your **User ID** and **Password**.
- 2 Select **Continue**.

The screenshot shows the "Welcome to Sprint MVNO.com" login page. It features fields for "User ID" (TracMgr1) and "Password" (*****). A yellow callout with the number "1" points to the password field. A yellow callout with the number "2" points to the "Continue" button at the bottom right. Below the form is a disclaimer about system monitoring and usage.

- 3 The following page will be displayed. Select **Continue**.

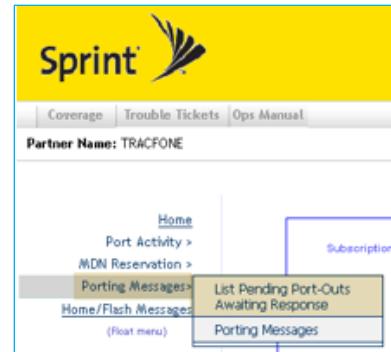


Note

These phone numbers are for Sprint’s internal use. You should not call any of these numbers or provide them to a customer.

This page provides escalation paths for IT and Network issues. It includes sections for "IT APPLICATION AND NETWORK ESCALATION PATH (TPOC'S ONLY)", "ITS APPLICATION INTERFACE OUTAGES - P1 / P2 (Priority Level)", "NETWORK OUTAGES - P1 / P2 (Priority Level)", and "In parallel, for IT and/or Network outages please contact:". It lists various contacts for different levels of support, such as Account Support Manager, Account Manager, and Executive levels. A yellow "Continue" button is located at the bottom.

- 4 Select “List Pending Port Outs Awaiting Response” under “Porting Messages”. The pending Port-Out list will be displayed.



ID	Message Create Date/Time	Due Date/Time	SUP	Part ID	Resource Type	Transaction Status
MOB14011F	12/14/2011 17:31	12/14/2011 20:10	0	37800771		Message Started
W00050229	12/28/2011 21:34	12/29/2011 00:12	0	37993635		Message Started
SCM101158	12/28/2011 13:54	12/30/2011 16:33	0	38011741		Message Started

- 5 When selecting a number to confirm, the Port Message Details screen will display.
- Customer’s information must be verified in TAS (Make sure number is active.)
 - Check the number on all other billing systems to ensure it is not an internal Port Out.

Port Message Detail

Message Type: Port Out Request
MDN: 8052295890
Partner ID: 2011052501
First Name: JESSICA
Last Name: ARAUJO
Business Name:
Street Number: 610
Street Name: RIVER ST
Direction:
City: FILMWOOD
State: CA
Zip Code: 93015
Country: USA
SSN/TaxID: 000-00-0000
Account#: 8052295890
Password/Pin:
Remarks: Customer states there is no pin or password on the account
PortID: 38192685
Request #:
Response Type:
Due Date & Time: 01/24/2012 15:47
Reason Code:
Reason Detail:
Delay Code:
SUP: 0
Message Code: POR
Message Text:
Original DOT:
Revised DOT:
Action Code:
NLSP:
NNSP:
OLSP:
ONSP:

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- 6 Select Send Response.

Other Carrier Contact Name: Portability
Other Carrier Contact Phone: 800-346-6895

Send Response **Activity Log** **Done**

- 7 The Port-Out Response window will be displayed. Select "Confirmation" Or "Resolution Required," if needed.

Sprint

Coverage | Trouble Tickets

Partner Name: TRACFONE

Home > Port Message Query > Port Message Detail > Port Out Response >

Port Out Response

MDN: 5403527321
Message Type: Port Out Request
Response Type: *
Reason Code: C = Confirmation
D = Delay
R = Resolution Required
Reason Detail:
Delay Code: Select
Due Date & Time: 04/08/2019 16:31 CT
Remarks:
Cancel Submit

Sprint

Coverage | Trouble Tickets

Partner Name: TRACFONE

Home > Port Message Query > Port Message Detail > Port Out Response >

Port Out Response

MDN: 5403527321
Message Type: Port Out Request
Response Type: * R = Resolution Required
Reason Code: Select
Reason Detail:
Delay Code:
Due Date & Time:
Remarks:
Cancel

A list of reason codes is displayed in a scrollable window:

- BA = Account number required or incorrect
- BK = Administrative number-not portable
- BG = Business name required or incorrect
- BR = Carrier cannot process multi-line request
- BS = Same Service Provider as MDN originating from another local provider
- BC = Customer information does not match
- DN = Due Date and time cannot be met
- DE = Due Date cannot be met
- DF = Due Time cannot be met
- EE = End user not ready
- EL = First name required or incorrect
- IL = Final Due Time cannot be met
- SJ = Same Value
- TB = Eligible FAX
- TA = LNP/MM/MDN is valid
- BF = Last name required or incorrect
- BP = MDN has service provider port protection
- BD = MDN not active
- GA = MDN not found/doe not belong to this SP
- IC = Network SP not ready
- IP = Other
- BC = Password/PIN required or incorrect
- EG = Port Complexity
- BN = Port request already pending - duplicate request
- 7C = Prepay MDN
- BL = Request received outside of business hours
- 1M = Requested Due Date less than Published Interval
- BB = SSN/Tax ID required or incorrect
- GB = Same new and old Network Provider

- 6 You will receive a confirmation message once the response has been submitted.

Sprint

Coverage | Trouble Tickets | Ops Manual

Partner Name: TRACFONE

Home > List Pending Port-Outs Awaiting Response >

Port Out Response was successfully sent for MDN: 8052295890

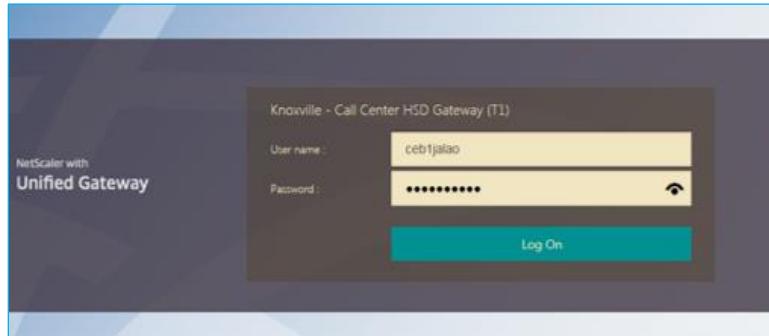
Home
Porting Messages
(Float menu)

List Pending Port-Outs Awaiting Response

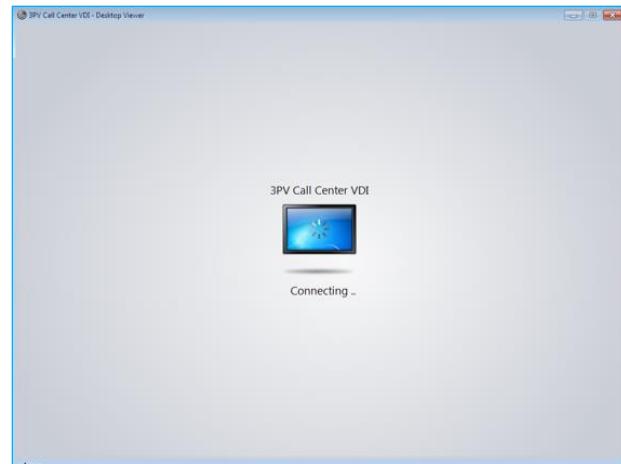
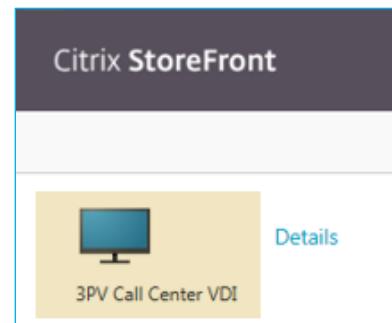
Carrier System – US Cell

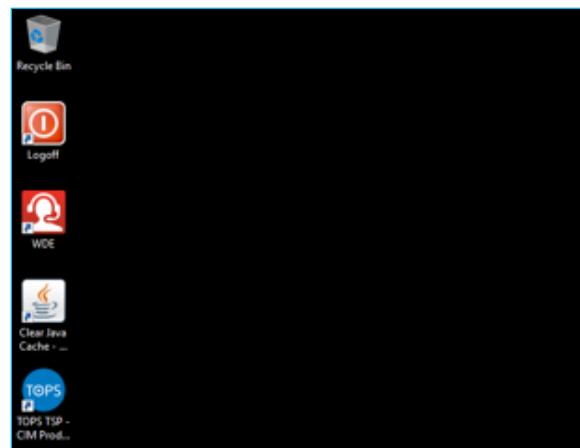
Access the link <https://citrix-cchsd-gw.uscc.com>.

- 1 Enter your US Cell LAN username and password then select Log On.

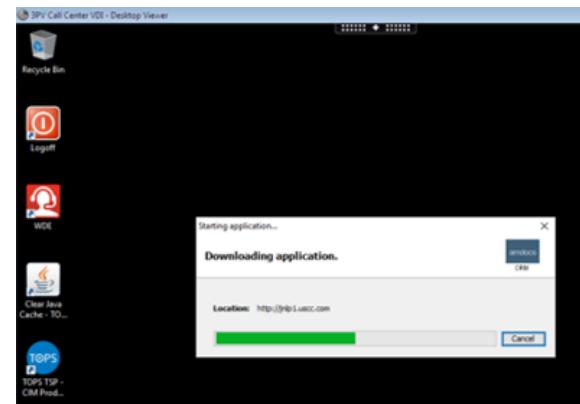
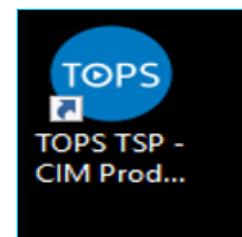


- 2 Select 3PV Call Center VDI. A new window will display.

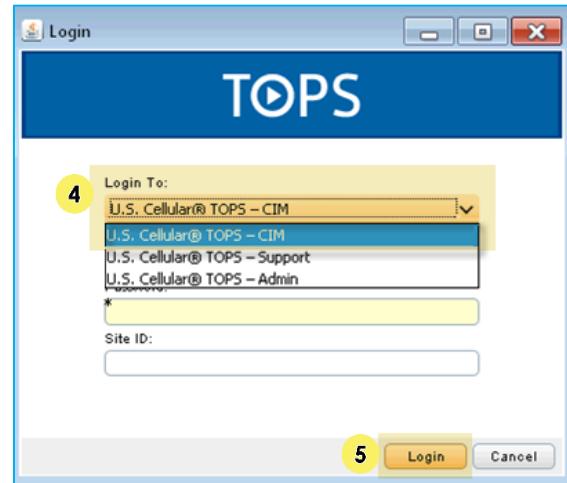




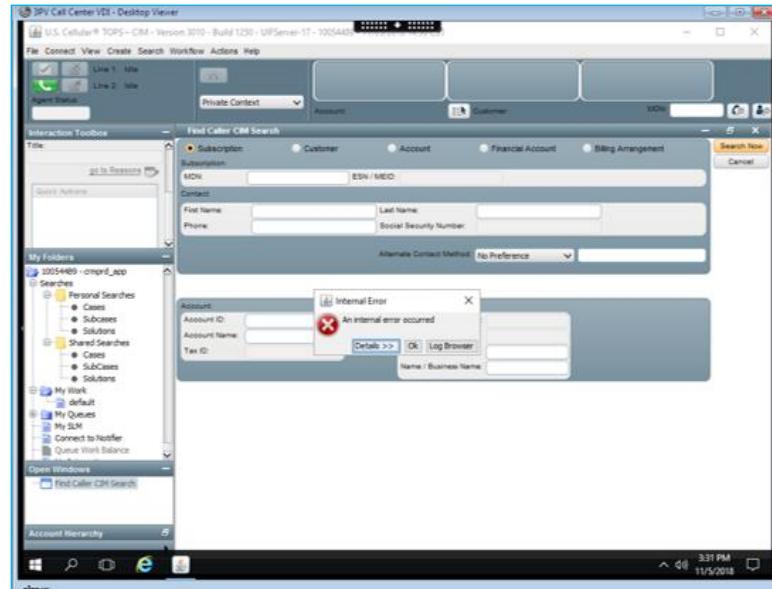
- 3 Select **TOPS TSP CIM Prod** and do not cancel when it is downloading the application.



- 4 Open the **Login To** dropdown list and select **U.S. Cellular TOPS - CIM**.
- 5 Enter your user name in the Login Name and Password then select Login.

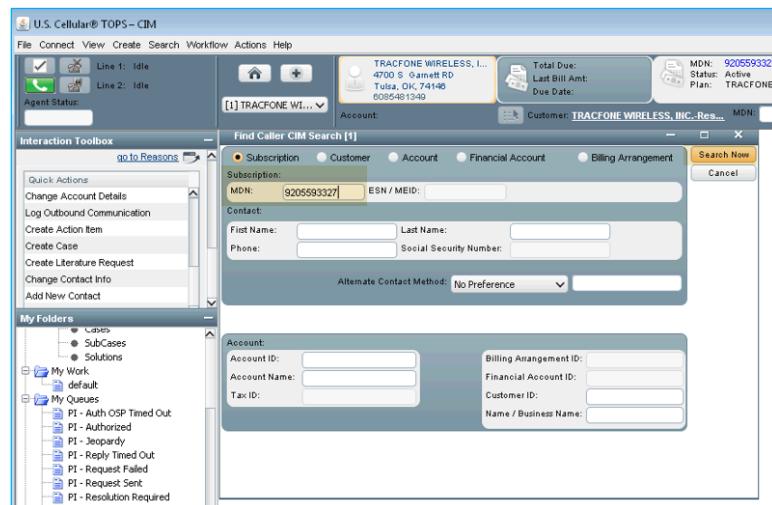


- 6 The CIM application opens with the **Search Subscription** page displayed by default.

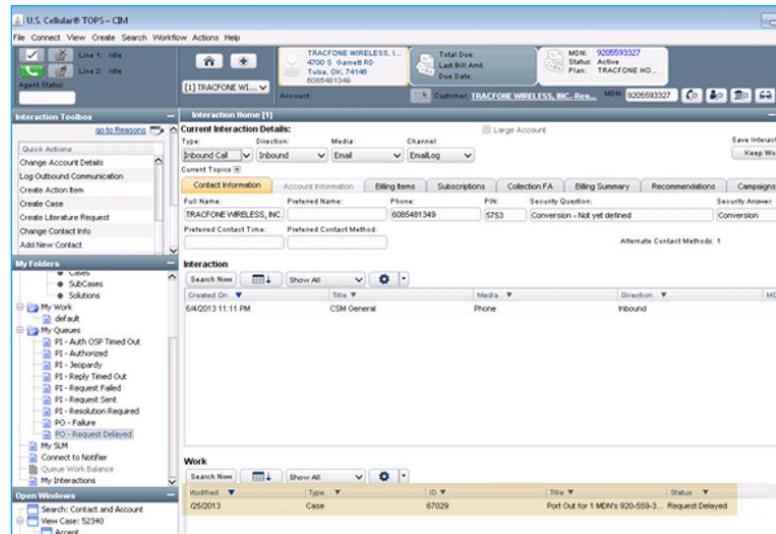


Sending a Response on a Specific MDN

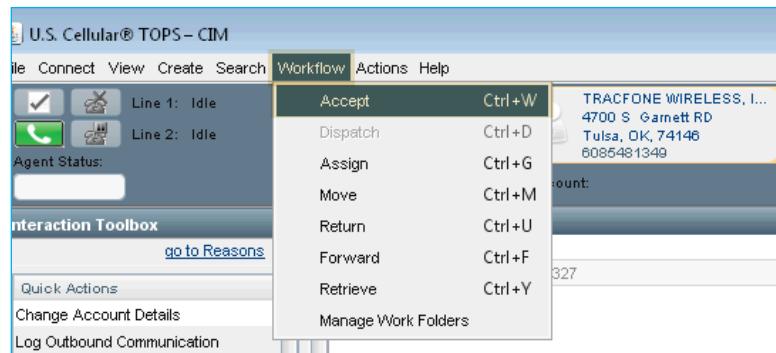
- 1 Load the subscription search screen. Enter the MDN on the MDN field and click Search Now.



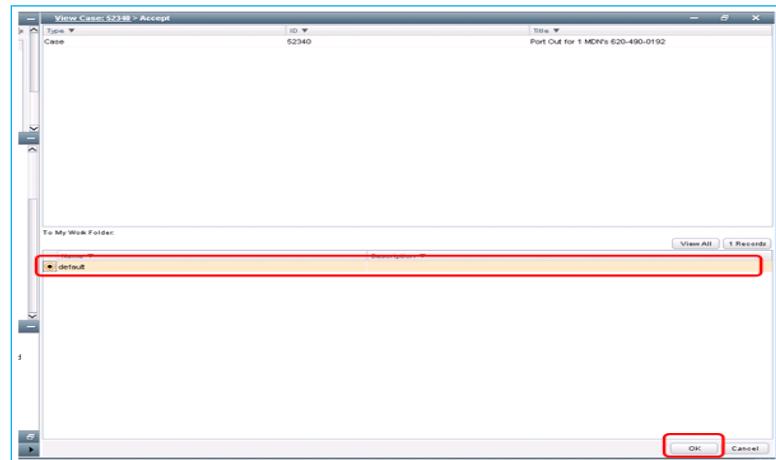
- 2 The next screen will give you the customer's subscription and you will also see the pending port out request below. Double click **Case** to open the request.



- 3 Go to Workflow and select **Accept**.



- 4 Select the radio button labeled Default then select OK.



- 5 The customer's information will be displayed under the "Request Details" tab and compare it to the information in TAS.

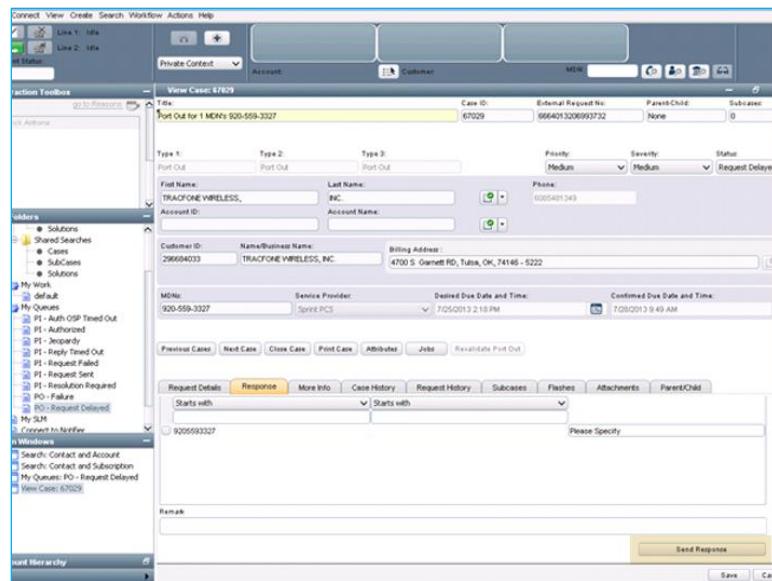


Note

Follow the established port out guidelines for other carriers when sending a response to the NSP.

- 6 Select Response tab and select the appropriate response.

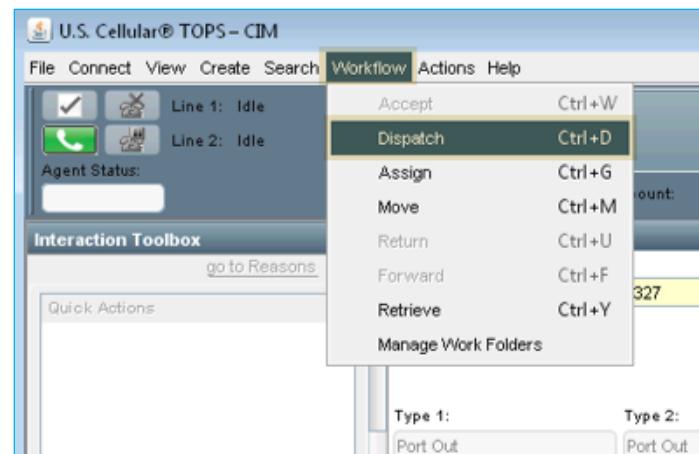
- 7 Once you have selected the response, click **Send Response**.



Dispatching Port Out Tickets in CIM TOPS

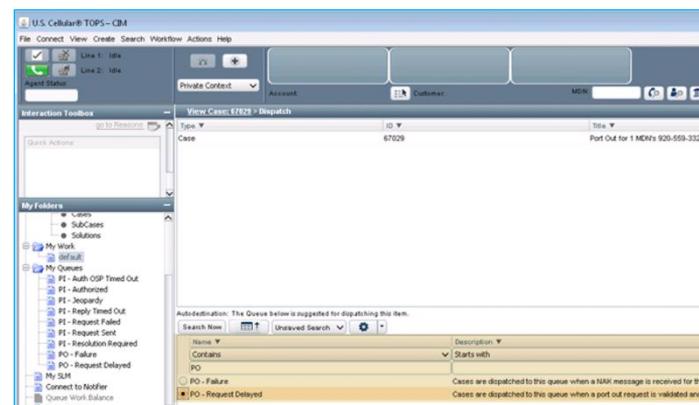
To dispatch the ticket from your default WipBin (My Work) after sending a response follow the steps below:

- 1 Select **Workflow** from the menu tab then select **Dispatch**.



- 2 Next follow the steps below:

- Go to the **Name** field and select **Contains**.
- In the field provided enter “PO” press **ENTER** on your keyboard.
- The queues will populate. Select the correct queue and click **OK**.



TAS – External Port Out Processing

In this section, we will review the process of creating a Port-Out ticket in TAS for all external Port-Out requests. The ticket creation process allows you to validate the status of the MIN and the customer's information before the Port-Out request is confirmed in the Carrier's system.

- Make sure the MIN is active and the customer's information matches in the carrier system.



Before confirming a port out request in the carrier's billing system.

- Validate that the MIN is active. If the status in TAS is not active, the request could not be confirmed. You must then refer to specific carrier system documents for resolution required specifics.
- “Stare and Compare” customer’s information to make sure it matches in both TAS and the carrier system. If the information does not match, the Port-Out Request cannot be confirmed. You must then refer to specific carrier system documents for resolution required specifics.

The screenshot shows the TAS web interface. On the left, the 'Service Profile' section displays device details like Serial Number (014034004644384), SIM (8901410425699619999), and SIM Status (SIM ACTIVE). On the right, the 'Numbered Portability Request' form is open, showing 'Customer Information' tab selected. It contains fields for Service Provider (ZTE), BAN ID (418928991800), Billing Name (TRACFONE), and various address and account details. A red box highlights the 'Customer Id' field (1065527187) in the Service Profile and the 'Account # (0945218710)' field in the Numbered Portability Request form.

How to Create a Port Out ticket in TAS

- 1 Enter the ESN in the **Incoming Call** tab and select Search Service.

The screenshot shows the 'Search Contact' page under the 'Incoming Call' tab. The 'Search Service' button is highlighted with a red box. Other buttons include New Contact Account, Search Contact, Search Ebay Order, and Search Credit Card. Below the buttons is a table with columns for Customer Id, First Name, Last Name, Phone, and Address. A message at the bottom of the table says 'a first name is req...' and 'a last name is req...'. The 'Incoming Call' tab is also highlighted with a red box at the top of the page.

- 2 Go to Transactions and select Portability-Port Out.

The screenshot shows the TAS web interface. At the top, there are tabs: Ticker, Console, Incoming Call (which is selected), Support, and Admin. Below the tabs, the Service Profile is displayed with various details like Serial Number, Hex Serial Number, Part Number, Technology, Brand, Sequence, Dealer, and Phone Status. To the right of the profile, there are columns for SIM, SIM Status, MIN, MSID, MIN Status, Zip, Carrier, and Customer ID. On the left, a sidebar menu includes ESN Support, Carrier Support, Toss Util, Tutorials/Instructions (selected), LTE, and Transactions. Under Transactions, options like Activation, Redemption, Enrollments, Value Plan Services, Family Plans, MIN Change, SIM Change, Deactivation, Complete Ports, Portability - Port In, and Portability - Port Out are listed. The 'Portability - Port Out' option is highlighted with a red box. On the right, a message says 'Menu Selection Required' and 'Message Please select an option from the left hand side menu.' Below this is a 'Flow Init Menu Flow' button.

- 3 The create case screen is displayed. Make sure to add all the necessary notes (please example below). Select **Save and Continue**.

- NSP
- DDT
- Port Out confirmed in (system)

The screenshot shows the TAS web interface with the 'Incoming Call' tab selected. The Service Profile is displayed again. On the left, the sidebar shows the same menu as the previous screenshot. On the right, a 'Create Ticket' form is open. The 'Ticket Type' is set to 'Port Out'. The 'Title' field contains 'Port Out'. The 'Priority' dropdown is set to 'Low'. The 'Status' dropdown is set to 'Pending'. The 'Source' dropdown is set to 'Customer'. The 'Issue' dropdown is set to 'Port Out'. The 'Notes' text area contains the note: 'port out confirmed in TLG/WAS NSP: AT&T DDT: 5/27/2018 11:10:00 CT'.

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- 4** Fill in **Number Customer Calling From** and **New Service Provider** field. If the NSP is not on the list, fill the **Other Carrier Name** field. Select **Save and Continue**.

This screenshot shows the 'Incoming Call' ticket details in the Tracfone Agent Systems interface. The 'New Service Provider' field is highlighted with a red box. Other visible fields include Serial Number, IMEI, Contact Name, Next Charge Date, and various service status indicators.

- 5** After completing the port out ticket, there is no need to click **Update Port Status** and **Deact Service** buttons since it will be completed on the backend once the **Closed Ticket** button is pressed.

This screenshot shows the 'Incoming Call' ticket details after completion. The 'Port Status Updated' button is visible. The ticket status is shown as 'Port Successful'. Other fields like ID number, ICCID, and contact information are also displayed.



Note

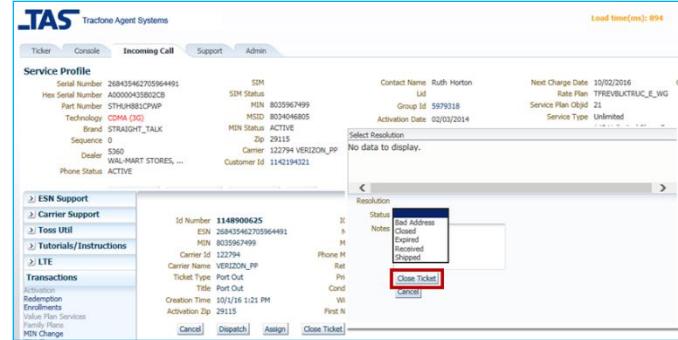
Once the Port Out ticket is closed, account enrolled in Auto-Refill will be de-enrolled automatically.

This screenshot shows the 'Incoming Call' ticket details after completion. A red box highlights the 'Status' field, which shows 'Status Closed'. Other fields like ID number, ICCID, and contact information are also displayed.

- 6** Select **Close Ticket**.

This screenshot shows the 'Incoming Call' ticket details after completion. A red box highlights the 'Close Ticket' button. Other fields like ID number, ICCID, and contact information are also displayed.

- 7 Select **Closed** from the Status drop-down and select **Close Ticket**.



Note

When receiving Port Out calls, Port Phone Agents should verify the information in TAS and the billing systems prior to sending a response. If the information is correct, create a Port Out ticket prior to sending a confirmation.

Port – Out Template

- NSP:
- DDT:
- Port out confirmed in TLG/Market (AT&T), Crossroads (Verizon)



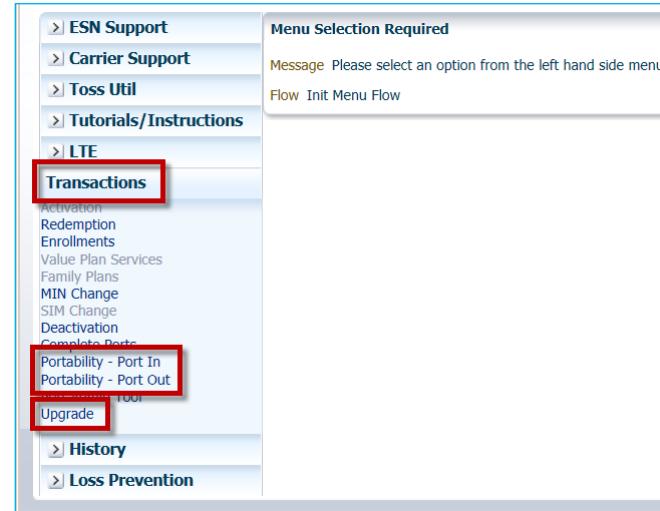
Note

T-mobile is now validating the zip code on all Tracfone/Simple Mobile Port Out request. You will only receive a confirmation if the zip code is correct on the Port Out request. If you are porting a subscriber from TracFone to Simple Mobile or vice versa, the Zip Code on Port Out request must also match the ZIP located in WCSM.

Port – Out Request Process

The TAS tool has improved its Number Portability process. Below are the updates made when you receive a **Port Out** request.

- Port Ticket creation from ‘Create Ticket’ path has been disabled. It can be done **ONLY** through “**Portability - Port In**”, “**Portability - Port Out**” and “**Upgrade**” option on the left hand side menu, under “**Transactions**”.



Let's Review

Read the questions below and provide the best answer.

- What are the fields that should populate to retrieve a list of all the Port-Out requests in "Delay" status?

- Identify the fields that should populate to retrieve the information on a specific Port Out request.

Answer the questions below with TRUE or FALSE

- To retrieve the list after completing the required fields, you will select the Save Parameter's button.
- In the Apply To field, we use Request Sent as the parameter.
- In the From and To field it is not necessary to enter a time.
- From this screen, **ROW ID 20** is an external Port-Out request and requires a ticket to be created in TAS.

11	<input type="checkbox"/>	Delayed	Processed	6214007259613486	01	09/16/2007 16:14:600606007259499986				6214 6214 6006
12	<input type="checkbox"/>	Delayed	Processed	392A007259267484	01	09/16/2007 15:30:600606007259499752				392A 392A 6006
13	<input type="checkbox"/>	Delayed	Processed	6664007259696302	01	09/16/2007 15:15:600606007259499657				6664 6664 6006
14	<input type="checkbox"/>	Delayed	Processed	6664007259696078	01	09/16/2007 14:51:600606007259499537				ZZZZ 6664 6006
15	<input type="checkbox"/>	Delayed	Processed	6214007259610468	01	09/16/2007 14:29:600606007259499402				585B 6214 6006
16	<input type="checkbox"/>	Delayed	Processed	6529007259568769	01	09/16/2007 14:27:600606007259499388				6529 6529 6006
17	<input type="checkbox"/>	Delayed	Processed	6529007259568754	01	09/16/2007 14:24:600606007259499371				6529 6529 6006
18	<input type="checkbox"/>	Delayed	Processed	6214007257548749	02	09/16/2007 13:42:600606007257487185				6214 6214 6006
19	<input type="checkbox"/>	Delayed	Processed	6214007257548749	02	09/16/2007 13:42:600606007257487185	03	09/16/2007 13:42:6214 6214 6006		585B 6214 6006
20	<input checked="" type="checkbox"/>	Delayed	Processed	6214007259609023	01	09/16/2007 13:34:600606007259499905				585B 6214 6006
			Processed	6214007259608935	01	09/16/2007 13:30:600606007259499065				585B 6214 6006

- In example below, the Customer is requesting a Port Out from TracFone to Sprint. This Port Out request would require a Ticket to be created in TAS.

- 6 If TAS displays the message “**No Records Found on MIN**” you should confirm this Port-Out.
- 9 To retrieve customer information on a specific Ported TN in Crossroads select the Request Data button.
- 10 Crossroads is used to confirm Port-Out requests for Cingular.

Carrier System – Cingular Telegence

Read the questions below, and provide the best answer

- 1 On the Port Status tab, what field needs to be completed?
- 2 State the information that needs to be entered into the fields.
- 3 List the other TABS on the Number Portability Request screen that you need to use and state WHY.
- 4 On the Response tab of the Number Portability Request screen, after confirming you should select _____ button to complete processing of the Port Out request in Telegence.
- 5 A _____ must be created in TAS and the MIN/handset must be _____ when processing an external Port Out request.

Answer the questions below with TRUE or FALSE.

- 6 The TAS along with the Carrier system is utilized to verify the MIN is active and the customer information matches.
- 7 If the MIN is not in TAS system the Port Out should be confirmed.
- 6 Resolution is required if the customer's information does not match in both the Telegence and Crossroads systems.
- 9 All markets in the Telegence system must be monitored daily for Port Out requests.
- 10 If the Old Local Service Provider is TracFone and the New Local Service Provider is TracFone, it is an external port request.