

## Washington Interagency Telecommunications System 3 (WITS 3) Local Number Portability (LNP) Engagement Process

***The following instructions must be adhered to when end user agencies request to exercise Local Number Portability of telephone numbers governed by the WITS 3 contract to another CLEC or contract.***

- 1) When a **Civilian agency** decides to port WITS 3 telephone numbers from one carrier or contract to another, the agency DAR is required to send a “request to port” to [wits3.accounts@gsa.gov](mailto:wits3.accounts@gsa.gov) and include the Billing Account Code (BAC), Location Group (LG), Agency Bureau Code (ABC), the gaining carriers name and Point of Contact information. A list of the telephone numbers to be ported must be submitted using Microsoft Excel. After receipt and review of the request, the GSA (.gov) team will respond with a letter of authorization to the requesting agency DAR and copy both the gaining and losing carrier POC’s (point of contact) including [witscivilian@verizon.com](mailto:witscivilian@verizon.com).
- 2) When a **DoD (Department of Defense) agency** decides to port WITS 3 telephone numbers from one carrier or contract to another, the agency DAR(A) is required to send a “request to port” email to [wits3.accounts@gsa.gov](mailto:wits3.accounts@gsa.gov) and copy the DoD DARA (designated agency representative administrator) [george.p.everett2.civ@mail.mil](mailto:george.p.everett2.civ@mail.mil) with the same required information (BAC, LG, ABC, telephone numbers and POC’s) stated in step 1 above. Upon approval by the DoD DARA, the GSA (.gov) team will respond with a letter of authorization to the requesting agency DAR(A) and copy both the gaining and losing carrier POC’s (point of contact) including [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com). *The email should also request that Verizon change the current port status of the telephone numbers from “no” to “yes”.*

***Note 1: An auto email response containing NSPExxxxxxxxxxxx in the subject line will be provided to all copied on the sender’s email.***

- 3) Upon receipt of the approval letter from the GSA team, the Verizon FSC team will commence “scrubbing” or validating the integrity of the existing record’s to ensure clean

Customer Service Records are available/provided to the gaining carrier. All stakeholders should note that the expectation for the scrubbing process is a maximum of 30 days for non-complex configurations and 60 days for complex configurations.

- Non-complex scrub
  - PRI's with less than 499 telephone numbers
  - 99 or less point-to-point and 49 or less multi-point ISDN BRI numbers
- Complex scrub
  - PRI's with more than 500 numbers
  - 100 or more point-to-point and 50 or more multi-point ISDN BRI numbers

***Note 2: If a PM is not assigned to manage porting activities related to the project, the agency POC will be expected to manage all LNP related activities. Therefore, it is strongly and highly recommended that a Verizon PM be assigned to all large or complex port requests. (The Verizon account team will assist with requesting a PM quote to support the project)***

- 4) Upon completion of the FSC pre-port scrubbing activities, the assigned FSC representative will provide the agency POC a copy of their Customer Service Record (CSR) listing all telephone numbers associated with the port request. (An email will be sent to the agency POC listed on the original approved request)
- 5) Once the gaining carrier receives their Local Service Request (LSR) Firm Order Commitment (FOC) date(s) from the Verizon National Wholesale Center (NMC), the agency POC or if assigned, the Verizon PM is required to send the FOC date to [witscivilian@verizon.com](mailto:witscivilian@verizon.com) or [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com) (using the same NSPE number from the original request) in order to meet the **required** disconnect date.
- 6) The final step in this process is to remove the WITS 3 telephone numbers (and associated circuits) from Service@once (post port) which will cease WITS 3 billing and minimize potential dialing discrepancies. To accomplish this, 2-3 days prior to the port FOC date the agency WITS 3 DAR is required to submit a request to [witscivilian@verizon.com](mailto:witscivilian@verizon.com) or [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com) requesting the ported telephone

numbers be disconnected from Service@once. The FSC representative will use the actual FOC disconnect date for Service@once disconnects

### Important Notes

- **If the gaining carrier (CLEC) requires after hours or weekend porting support, the CLEC (not the agency) must engage and negotiate (overtime and costs) with the Verizon LNP team via the following instructional link:**  
**<https://www22.verizon.com/wholesale/systemsmeasures/local/systems/lisi/Local-Service-Interface.html>**, click “Doing Business”, then “Provisioning”. Once there, detailed instructions will assist CLECs on what is required to meet their business need regarding LNP requests. Also note that once telephone numbers port to the gaining carrier, Verizon is no longer responsible for the service, meaning the gaining CLEC must address all inquiries regarding service issues.
- **Agency gaining carrier note:** It would be prudent for the agency DAR to assure that the gaining CLEC has access to Verizon’s Local Service Interface (LSI) tool specifically designed for checking the status of Pre-Order, Order, Order Status and Trouble Administration transactions to minimize delays. This tool will help address any pre-order challenges with CLEC LSRs and Purchase Order Number (PONs) provided by the Incumbent Local Exchange Carrier (ILEC). The agency gaining carrier should access the following link:  
**<http://www22.verizon.com/wholesale/systemsmeasures/local/systems/lisi/Local-Service-Interface.html>**, sign up for their user name and password prior to submitting requests. If telephone calling is the preferred method, Verizon Representatives can be reached on 800-888-8100 (the CLEC must provide the r Customer Carrier Name Abbreviation (CCNA) in order to access to the menu-tree and select options).