



**Trading Partner Port Interface
Workbook**

April 2010



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Preface

This guide to the Trading Partner Port Interface explains how to submit a port request using Crossroads.

Updates

Generally, this guide is updated quarterly, with new editions published in January, April, July, and October. New editions contain information about functionality that has been revised or added *since the previous edition*. Brief descriptions of such changes are listed in the table below. For details about changes, call Syniverse Customer Support.

Revision or Addition	Page	Date
Added the Validation Errors section.	11	April 2010
Clarified instructions for creating a port request. Added information on selecting a SPID and creating a supplemental request.	All	February 2010
Initial release	All	October 2009

Finding Information

This guide contains a variety of type of topics: step-by-step instructions, general information, tips, and descriptions of features and functions. For information on terms (both Syniverse and industry), see the online Syniverse Dictionary of Telecommunications Terms.

Terms and Conditions

To use the Crossroads Web site, you must accept its terms and conditions of use. The terms and conditions automatically display when a new Crossroads user logs on for the first time. However, you can view the terms and conditions at any time by clicking the Legal Notice link underneath the Syniverse Technologies logo at the bottom of the left menu frame.

If you have any questions regarding the conditions of use, please direct them to:

Syniverse Technologies
Attention: General Counsel
8125 Highwoods Palm Way
Tampa, FL, USA 33647-1765

Contacting Syniverse

If you need additional help, please contact Syniverse using one of the options listed below.

- Use Syniverse GEMS (Global Enterprise Management System): Log in to Crossroads and then click the **GEMS** icon near the Syniverse logo at the top of any Crossroads page.
- Send an e-mail to Syniverse Customer Support: customersupport@syniverse.com.
- Call the Syniverse Customer Support number assigned to your company. If you don't know that number: inside the United States call **1-800-892-2888**, outside the United States call **1-813-233-7860**.

Chapter 1: Trading Partner Port Interface

The Trading Partner Port Interface offers trading partners a secure way to quickly and easily submit port requests to a Syniverse WLNP Service Bureau or Clearinghouse customer. The Trading Partner Port Interface enables trading partners to access more than 90 different carriers with more than 100 SPIDs.

The Trading Partner Port Interface can be used to submit simple or complex initial port requests to wireless carriers.

User Benefits

The Trading Partner Port Interface offers the benefits listed below:

- Trading partners have a faster response and an easier porting process
- Trading partners just need to enter the data that wireless carriers need to produce a response
- The tool provides a porting form that makes it easy to create and submit requests
- The tool performs basic validations before you submit requests, reducing the time spent on troubleshooting mistakes

Access the Trading Partner Port Interface

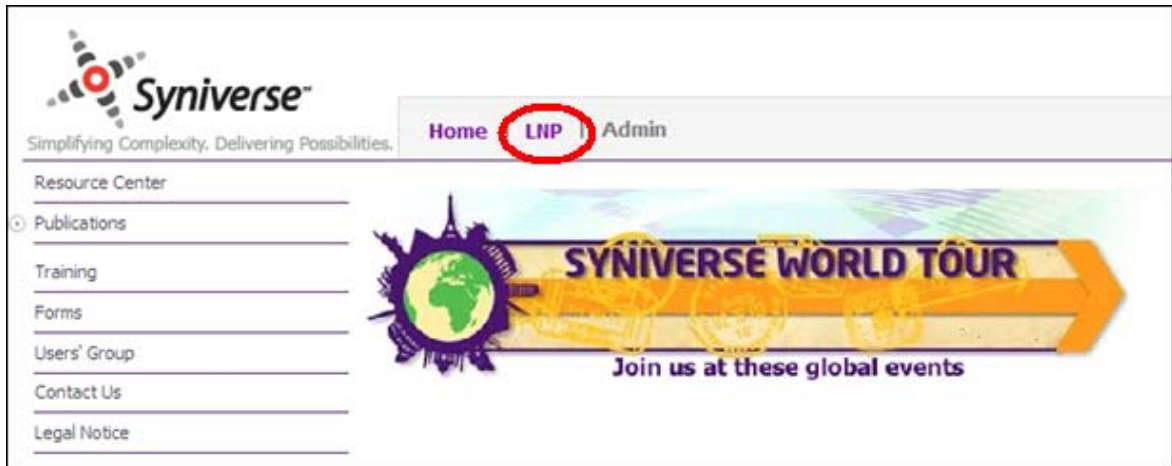
You can easily access the Trading Partner Port Interface through Crossroads, a secure Web gateway for most of the products and services of Syniverse. You need to have a user ID and password to access Crossroads. You can get this ID from your Crossroads Administrator.

1. Open your browser and enter the URL for Crossroads (<https://crossroads.syniverse.com>).
2. Enter your user ID and password.



The screenshot shows the Syniverse logo at the top left with the tagline "Simplifying Complexity. Delivering Possibilities." and a "Corporate" tab. Below the logo is the "Crossroads Login" heading. There are two input fields: "User ID" and "Password". Below these fields is a link: "Forgot your password? Input your user ID above and click here." There is a "Language" dropdown menu set to "Use default" and a checkbox labeled "Use current selection as default". At the bottom of the form are three buttons: "Submit", "Reset", and "Help". The footer contains the copyright notice "© 2009 SYNIVERSE TECHNOLOGIES, INC."

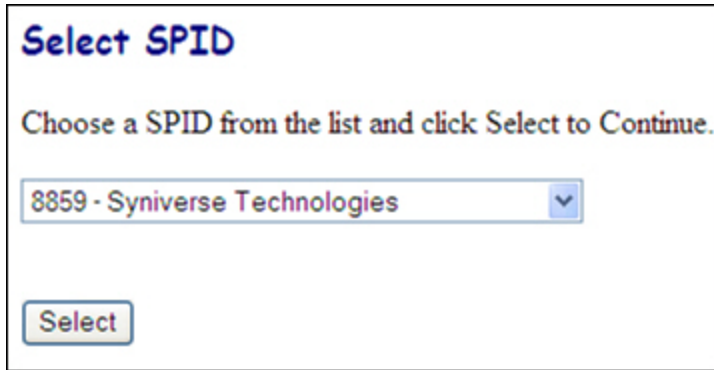
3. Click the **Submit** button.
4. Select the **LNP** tab to access the Trading Partner Port Interface.



Select Your SPID

If you have more than one Service Profile Identifier (SPID), select the appropriate SPID before creating a port request or a supplemental request.

1. From Crossroads, select **LNP**, then select **Select SPID** on the left side of the page. The Select SPID page appears.



The screenshot shows a web form titled "Select SPID" in blue text. Below the title is the instruction "Choose a SPID from the list and click Select to Continue." in red text. There is a drop-down menu with the text "8859 - Syniverse Technologies" and a blue downward arrow. Below the drop-down menu is a button labeled "Select" in a rounded rectangle.

2. From the drop-down box, select the company SPID you are submitting the port request for.
3. Click **Select**.

Create a Port Request

You can create a port request from the LNP page in Crossroads. If you have more than one service profile identifier (SPID), select the appropriate SPID before creating a port request. See *Select Your SPID* on page 5 for more information.

When creating a port request, you must select the number portability direction indicator (NPDI). The option you select determines which fields are required on the port request form.

- NPDI = A, wireless to wireless. See page 7 for more information.
- NPDI = B, wireless to wireline. See page 9 for more information.

Create a Wireless to Wireless Port Request

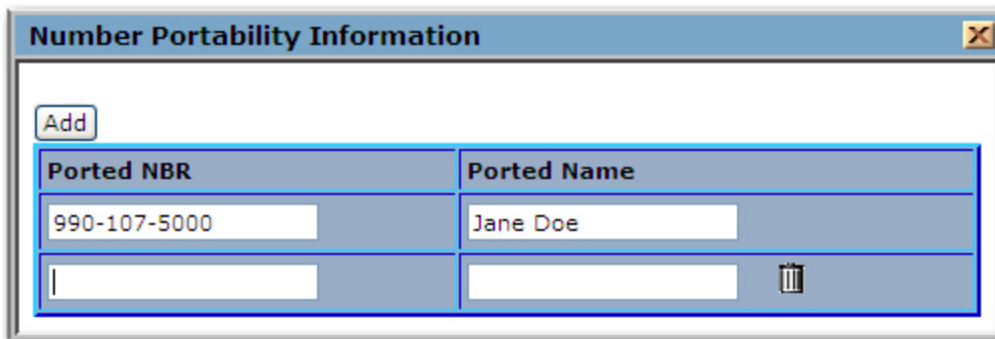
When creating a wireless to wireless port request, complete the port request form as described below.

1. From Crossroads, select **LNP**, then select **Create Port Request** on the left side of the page. The Port Request page appears.
2. Complete the Port Request form. The fields listed below are required.
 - Request Number, format: NNSPIYYJJXXXXXX


Value	Description
NNSP	Your SPID
I	Any number from “0” to “9.” This number corresponds to the “system” sending the request. You can use ‘0’ since you are submitting the request manually.
YY	The year in a two-digit format (for example, “10”)
JJJ	The Julian Date, which is the number of the day of the year, “001” through “366”. (For example, the Julian Date for January 29th is “029” and the Julian Date for June 14th is "165."
XXXXXX	A sequential number so the request is unique .This portion of the request number has a maximum length of six digits.


- Version ID, a unique number for each version of the request
 - Number Portability Direction Indicator, A = Wireless to Wireless
 - SSN/Tax ID (last 4 digits only) **or** the OLSP's Account Number for the subscriber
 - Old Network Service Provider
 - Desired Due Date & Time, format: MM/DD/YY HH:MM
 - Date of Agency Authorization
 - Authorization Name
 - Initiator Identification (Creator)
 - Implementation Contact
 - Implementation Contact Phone
 - First Name/Last Name **or** Business Name
 - Street, City, and ZIP Code
3. After completing required fields, select **Number Portability Details** to add your Ported TN(s).

4. Click **Add** and enter the ported number. If submitting a multi-line request, click **Add** for each line. If not entering additional numbers, please remove the blank entry by clicking the trash can.



The screenshot shows a dialog box titled "Number Portability Information" with a close button (X) in the top right corner. Inside the dialog, there is an "Add" button. Below it is a table with two columns: "Ported NBR" and "Ported Name". The first row contains the text "990-107-5000" in the "Ported NBR" column and "Jane Doe" in the "Ported Name" column. The second row is empty, with a trash can icon in the "Ported Name" column, indicating a delete function.

Ported NBR	Ported Name
990-107-5000	Jane Doe
	


5. When complete, click  to close the box.
6. Click **Submit**. A message appears indicating that your port request has been submitted for processing.


Note: If any validation errors appear, correct the specified fields and click the **Submit** button again. See page 11 for more information.

Create a Wireless to Wireline Port Request

When creating a wireless to wireline port request, complete the port request form as described below.

1. From Crossroads, select **LNP**, then select **Create Port Request** on the left side of the page. The Port Request page appears.
2. Complete the Port Request form. The fields listed below are required.
 - Request Number, also known as PON. Use capital letters if letters are being used.
 - Version ID, a unique number for each version of the request
 - Number Portability Direction Indicator, B = Wireless to Wireline
 - SSN/Tax ID (last 4 digits only) **or** the OLSP's Account Number for the subscriber
 - Old Network Service Provider
 - Desired Due Date & Time, format: MM/DD/YY HH:MM
 - Date of Agency Authorization
 - Authorization Name
 - Initiator Identification (Creator)
 - Implementation Contact
 - Implementation Contact Phone
 - First Name/Last Name **or** Business Name
 - Street, City, and ZIP Code
3. After completing required fields, select **Number Portability Details** to add your Ported TN(s).
4. Click **Add** and enter the ported number. If submitting a multi-line request, click **Add** for each line. If not entering additional numbers, please remove the blank entry by clicking the trash can.

Ported NBR	Ported Name
990-107-5000	Jane Doe
<input type="text"/>	<input type="text"/> 

5. When complete, click  to close the box.
6. Click **Submit**. A message appears indicating that your port request has been submitted for processing.

Note: If any validation errors appear, correct the specified fields and click the **Submit** button again. See page 11 for more information.

Create a Supplemental Request

You can create a supplemental port request from the LNP page in Crossroads. If you have more than one service profile identifier (SPID), select the appropriate SPID before creating a port request. See *Select Your SPID* on page 5 for more information.

1. From Crossroads, select **LNP**, then select **Create Sup Request** on the left side of the page. The Supplemental Port Request page appears.
2. Enter the request number (or PON) exactly how you entered it on the initial request.
3. Click **Submit**.
4. Select the **Supplement Type** from the drop-down box.

Trading Partner Interface
Port Request

Supplement Type: Please choose...
 Please choose...
 0 - Initial Request
 1 - Cancel Request
 2 - New Due Date/Time
 3 - Other

Request Number: 88590100321

Version ID: 02

Account Number: 987123645

Password/PIN:

Social Security Number/Tax ID: SSN Format Tax ID Format

Old Network Service Provider: ST15

New Local Service Provider: 8859

New Network Service Provider: 8859

5. Update, correct, or add data in fields as necessary. Enter information in the **Remarks** field.
6. Click **Sup Request**. A message appears indicating that your supplemental request has been submitted for processing.

Validation Errors

The following items provide a list of validations performed by the TPI. These errors can appear when submitting wireless to wireless port requests and wireless to wireline port requests, as described on pages 7 and 9.

Required Field Validation

You must correct the following error(s) before proceeding:

- Desired Due Date/Time is a required field.
- Agency Authorization name is a required field.
- Agency Authorization date is a required field.
- Either the SSN/Tax ID or Account Number field is required.
- Request Version ID is a required field.
- Request Number is a required field.
- Initiator Identification (Creator) is a required field.
- Implementation Contact is a required field.
- Implementation Contact Phone is a required field.
- Either both first and last name or business name is required.
- Street name is a required field.
- City is a required field.
- Zip Code is a required field.
- Ported TN is a required field.

Format Validations

- Desired Due Date/Time format should be: 01-01-2004 01:00
- Agency Authorization date format should be 01/01/2004 or 01-01-2004
- The request number must follow the format of NNSPXXXXXXXXXXXXX.
- The request number must follow the format of NNSPIYYJJJXXXXXX. The I (Host ID) must be numeric.
- The request number must follow the format of NNSPIYYJJJXXXXXX. The YY (year) is incorrect.
- The request number must follow the format of NNSPIYYJJJXXXXXX. The JJJ (Julian Date) must be between 001 and 365.
- Implementation Contact Phone format should be: 813-555-1212 or 813-555-1212-XXXX
- Zip Code format should be: 12345 or 12345-1234
- Ported TN format should be 813-555-1212 or 813-555-1212-XXXX

Other Validations

- SSN/TAX ID can only be numeric. (Numeric only validation)
- Please enter the last 4 digits of the SSN/Tax ID. (Length validation)
- Supplemental Type cannot be "0" when Request Version ID is greater than 01.
- The request number cannot contain less than 11 alphanumeric characters.

Frequently Asked Questions

- **Can I get a status on a port request?**

Once you click **Submit**, a properly entered request will be sent to the wireless carrier without manual processing by Syniverse and you will receive an immediate “success” message on the screen. In most cases, when porting from a large wireless carrier, you will receive a response within a few moments. If the wireless carrier has a manual process to review the request and produce the response then the response will take longer.

Since the relatively few large wireless carriers have many customers, in most cases you will be porting with one of them and will probably receive a response before you need a status. Once the wireless carrier responds—whether they are a large automatic carrier or smaller manually responding carrier—you will receive that response automatically so Syniverse would not have any additional information available to provide in a status.

If a response for a port submitted using the Trading Partner Port Interface is overdue, please check with your trading partner.

- **Who can use the Trading Partner Port Interface?**

Any fax-based wireless, wireline, or VoIP carrier can ask for access to the Trading Partner Port Interface. Once the carrier has been set up for access, any authorized user of that company can submit a request. (A user is authorized by the company administrator.)

- **Why doesn't the port request form look like an LSR? Where are the other fields that are normally on an LSR?**

To increase the speed of data entry, you only need to enter those fields required for Syniverse to create a valid wireless port request. There is no need to enter other data from an LSR that is not needed in a wireless port request.

- **Does the Trading Partner Port Interface work for port outs from my carrier (NPDI = C)?**

No, not at this time. Syniverse will continue to port requests to you as we do today (email, fax, EDI, or your GUI). You will still send responses to us as you do today.

- **How secure is the Trading Partner Port Interface?**

Syniverse takes data safety and security very seriously. Without a matching and valid user ID and password, a user cannot log in to Crossroads. Crossroads provides HTTPS-based security and infrastructure for all Syniverse Web-based application interfaces. When a user logs into Crossroads the user's login ID is tied to a company ID number and SPID that provides the user access to only authorized applications. (In the case of most wireline carriers, this will only be the Trading Partner Port Interface.) Because a user ID is tied to a company number, users are only able to submit requests from that company and its SPID(s).

