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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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
<th>Service Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 2009</td>
<td>Initial release</td>
<td>None issued</td>
</tr>
<tr>
<td>Feb 2010</td>
<td>Clarified instructions for creating a port request. Added information on selecting a SPID and creating a supplemental request.</td>
<td>05 Feb 2010</td>
</tr>
<tr>
<td>Apr 2010</td>
<td>Added the Validation Errors section.</td>
<td>None issued</td>
</tr>
<tr>
<td>Sep 2012</td>
<td>Added instructions for checking the status of a port request.</td>
<td>None issued</td>
</tr>
</tbody>
</table>
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.

To access the Trading Partner Port Interface:

1. Open your browser and enter the URL for Crossroads (https://crossroads.syniverse.com).
2. Enter your user ID and password.
3. Click the Submit button.
4. Select the LNP tab to access the Trading Partner Port Interface.

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.

Online Help

To access service-specific help, click the Help tab on the Crossroads Home page. Next, select Product Help and then the appropriate help menu option (or select the Help menu option for the product if you are in a product and have that option).

To access the online help:

1. Access the Trading Partner Port Interface on Crossroads.
2. Select the Help option.
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
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.

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

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
- NPDI = B, wireless to wireline
Create a Wireless to Wireless Port Request

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

To create a wireless to wireless port request:

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.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
</table>
| Supplement Type              | Valid values include:  
                                • 0 - Initial Request  
                                • 1 - Cancel Request  
                                • 2 - New Due Date/Time  
                                • 3 - Other |
| Request Number               | Use capital letters if letters are being used. Format: NNSPIYYJJJXXXXXX  
                                • 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. Must be 00 when sending an Initial Port Request. |
| Social Security Number / Tax ID | For the social security number, this is the last four digits only or it can be the OLSP’s Account Number for the subscriber. |
| Old Network Service Provider |  |
| Desired Due Date & Time      | Format: MM/DD/YY HH:MM |
| Implementation Contact Phone |  |
| 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.
5. When complete, click \( \text{X} \) to close the box.

6. If you would like your response delivered to an address other than the default address provided to Syniverse enter the information in the **Email Address** field.

7. 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.
Create a Wireless to Wireline Port Request

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

**To create a wireless to wireline port request:**

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.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplement Type</td>
<td>Valid values include:</td>
</tr>
<tr>
<td></td>
<td>• 0 - Initial Request</td>
</tr>
<tr>
<td></td>
<td>• 1 - Cancel Request</td>
</tr>
<tr>
<td></td>
<td>• 2 - New Due Date/Time</td>
</tr>
<tr>
<td></td>
<td>• 3 - Other</td>
</tr>
<tr>
<td>Request Number</td>
<td>Use capital letters if letters are being used. Format: NNSPIYYJJJXXXXXX</td>
</tr>
<tr>
<td></td>
<td>• NNSP - Your SPID</td>
</tr>
<tr>
<td></td>
<td>• I - Any number from &quot;0&quot; to &quot;9.&quot; This number corresponds to the &quot;system&quot; sending the request. You can use '0' since you are submitting the request manually.</td>
</tr>
<tr>
<td></td>
<td>• YY - The year in a two-digit format (for example, &quot;10&quot;)</td>
</tr>
<tr>
<td></td>
<td>• JJJ - The Julian Date, which is the number of the day of the year, &quot;001&quot; through &quot;366&quot;. (For example, the Julian Date for January 29th is &quot;029&quot; and the Julian Date for June 14th is &quot;165.&quot;</td>
</tr>
<tr>
<td></td>
<td>• XXXXX - A sequential number so the request is unique. This portion of the request number has a maximum length of six digits.</td>
</tr>
<tr>
<td>Version ID</td>
<td>A unique number for each version of the request. Must be 00 when sending an Initial Port Request.</td>
</tr>
<tr>
<td>Social Security Number / Tax ID</td>
<td>For the social security number, this is the last four digits only or it can be the OLSP's Account Number for the subscriber.</td>
</tr>
<tr>
<td>Old Network Service Provider</td>
<td></td>
</tr>
<tr>
<td>Desired Due Date &amp; Time</td>
<td>Format: MM/DD/YY HH:MM</td>
</tr>
<tr>
<td>Implementation Contact Phone</td>
<td></td>
</tr>
<tr>
<td>ZIP Code</td>
<td></td>
</tr>
</tbody>
</table>

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.
5. When complete, click ✗ to close the box.

6. If you would like your response delivered to an address other than the default address provided to Syniverse enter the information in the Email Address field.

   Email address to send response to:
   (leave blank to use current default address)

   Email Address: 
   Email Address (verification): 

7. 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.
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.

To create a supplemental request:

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.
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.
Check the Status of a Port Request

Using the Port Status function, you can run a query to determine whether:

- A request has been sent to the SMG
- A request has been sent to the wireless customer
- A response has been received and sent to the trading partner

To check the status of the port request:

1. From Crossroads, select LNP, then select Port Status on the left side of the page. The Port Status Search page appears.
2. Select whether to search by Request Number or by Ported TN, and then enter the value in the Search Value field.

   ![](Trading Partner Port Interface.png)

   **Note:** Enter the Request Number/PON using all Capital Letters and the Ported TN must be entered without dashes (ex. 9901074111).

3. Enter the NNSP and ONSP.
4. Click Submit. The most current version of your request appears with the response from your Trading Partner if it has been received.
5. To receive an email with your response enter a valid email address or addresses and click Submit.
Appendix A: 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.

Any required fields that are missing or filled out incorrectly will cause a Validation Error. A notice will appear identifying which required fields were missing or filled out incorrectly. Simply correct the specified fields and click the Submit button again.

**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 NNSPXXXXXXXXXXX.
• 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.
Appendix B: Frequently Asked Questions

How do I get responses?

Your responses will arrive the same way they do today. So, if you currently send LSRs and receive responses (FOCs/Rejects) via e-mail, you will still receive the responses via e-mail to the same address you get them at today. If you send and receive via fax then the responses will come to your fax number in use today.

How do I handle fall out?

If you submit a request and receive a Reject it means your request failed data validation at the wireless carrier. Usually this means the phone number and validation data (account number, password/PIN, or social security/tax ID) in the request did not match the phone number and comparable data in the old service provider’s customer record database. To resolve this issue, create and submit a supplemental request and send it to Syniverse via TP GUI.

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).
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