



Windstream Business Rules Document
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1.0 Purpose

Customer Service Inquiries and Local Service Requests Business Rules are provided for our Wholesale Customers to provide guidance for your interaction with Windstream.

Questions regarding these guidelines should be directed to WCI.SCSC.LSPAC@windstream.com.

The following are Windstream general business rules for LSR/CSI requests. These procedures will be regularly updated and posted on the Windstream Wholesale Services website located at: <http://windstream.com/wholesale>.

Process questions should be emailed to WCI.SCSC.LSPAC@windstream.com for services not specially addressed in this document.

2.0 Hours of Operation

- Monday through Friday 7:00am to 5:00pm CT
- Windstream observes the following Holidays
 - New Year's Day
 - Martin Luther King Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day

If the holiday falls on a Saturday, Windstream will observe the holiday on Friday. If the holiday falls on a Sunday, Windstream will observe the holiday on Monday.

3.0 Windstream Express

Windstream Express is a Graphical User Interface (GUI) developed for New Service Providers to submit Customer Service Inquiries (CSI) and Local Service Requests (LSR).

Windstream's preferred method for receiving CSIs and LSRs is via Windstream Express, which can be accessed at the following URL: <https://www.express.windstream.com>.

Manual ordering charges may apply if Windstream Express is not utilized for the submission of an LSR/CSI.

Windstream supports the use of Windstream LSOG 5.0 manual LSRs only.

Windstream Express requires a login and password. For more information regarding access to Windstream Express please complete the Windstream Express User Id request form that was provided with your CLEC Profile.

Password reset requests should be directed to the Windstream Helpdesk by calling 1-800-865-1498, option 1.

4.0 Pre-Order Process

Windstream Express offers automated CSI that returns results immediately¹. The usage of this CSI tool prior to LSR submittal will assist in the submission of an accurate LSR.

Windstream will accept manual CSIs requests that are submitted on a Windstream approved form. The subject line must include **CSR/Telephone Number**. These requests should be emailed to wci.scsc.lspac@windstream.com or faxed to (330) 425.0802.

Upon the receipt of a manual CSI Windstream will make every effort to respond to the CSI within 24-48 hours of receiving the request, depending on CSI volume.

Note: Manual requests may be subject to applicable charges.

The following customer information is required on the CSI request:

- CCNA – Customer Carrier Name Abbreviation
- CC – Company Code
- AGAUTH (Agency Authorization)
- AUTHNM - Name of the individual who authorized the change of providers.
- DATED - Date the Letter of Authorization (LOA) was signed.
- PSWD/PIN - The customer's requested and assigned Pass code (if applicable)
- ATN - Account Telephone Number
or
WTN - Working Telephone Number

(Note: If the ATN/BTN or AN is not used to pull the initial CSR, to insure a complete CSR, including all WTN's on the account can be returned for the entire account, it may be necessary for the New Provider to submit a second CSR request, using the AN or BTN provided in the first CSR retrieval, to get the full CSR for the account.)

CSR Requests for SPID's 8934, 4890 and 8660

CSR's should be emailed to: csrrequests@windstream.com .

Submit one account per email. We cannot accept multiple CSR requests in one email.

Windstream will either provide a CSR or respond with a rejection within 24 clock hours of receiving the request.

No CSR Request Status will be given before 24hours of receiving a properly submitted request following the Windstream guidelines.

CSRs sent after 1PM CST will be considered received the next business day. CSRs received after 1PM CST on Friday will be considered received on Monday.

¹ CSI requests for pseudo accounts, complex accounts or accounts that contain over 100 numbers may require a manual CSI. Manual CSIs should be emailed to Windstream at WCI.SCSC.LSPAC@windstream.com

Note: Contracting Party is required to obtain a "Letter of Authorization" from the end-user customer PRIOR to accessing customer information or submitting local service requests (LSRs) in Windstream Express. Windstream does not require a copy of the LOA in but reserves the right to request one at any time. It is the Requesting Provider's responsibility to have this on file.

Ordering Process

Desired Due Dates over 30-calendar days from the submitted date will not be accepted.

OCN/State should be selected based off the NPA of the telephone number being request.

Windstream will only port telephone numbers that are used for two-way communication.

The End User Name and Address provided on the End User Form must exactly match the Service Address and Location section of the Customer Service Inquiry response. In instances where Windstream is responsible for transmitting the 911 information to the PSAP, on behalf of the provider, the address provided on the EU Form must be MSAG valid. In the event the service address on the CSI response differs from MSAG, Windstream will utilize MSAG as the point of validation.

Telephone numbers not being converted by the NNSP do not need to be addressed on the LSR.

LSR processing instructions located in any remarks field on the LSR will not be reviewed by Windstream.

Windstream does reject LSRs for accounts that have pending Windstream Service Orders.

LSRs consisting of 251 or more telephone numbers, unless otherwise stated in your Interconnection agreement, will be handled as a Project. Both parties will negotiate implementation details, including due date/time. Project requests should be emailed to WCI.SCSC.LSPAC@windstream.com. The Subject line must include: **Project Request/ ATN/AN**. The body of the email should include the number of telephone numbers porting, DDD, and the PON to be submitted. Once approved, Windstream will respond with a project code to be placed in the project field (field 20) on the LSR. LSRs submitted with 21 or more telephone numbers that do not include the approved project code will be rejected. LSRs submitted as a project are subject to normal LSR validation.

Rejected LSRs will be cancelled after seven (7) business days. LSR charges may apply pursuant to the terms of the applicable interconnection agreement.

If you feel your LSR has been rejected invalidly an email should be sent to WCI.SCSC.LSPAC@windstream.com. The subject line must include **Invalid Reject/PON/Telephone Number**. Emails are responded to within 10 business hours. If it is determined that your LSR was rejected invalidly Windstream will pull back the LSR and process it. If it is determined that the LSR was rejected correctly the NNSP will be required to resubmit the LSR, which will be processed on a First-In and First-Out basis.

The end user's requested and assigned pass code is required on Conversion requests submitted for Windstream end users. The pass code must be entered in the PSWD_PIN field on the LSR Form.

The only value that will be accepted in the RTR field on the LSR Form is "C".

Requests for concurrence must be emailed to WCI.SCSC.LSPAC@windstream.com. The subject line must include **Concurrence/Telephone Number**. Emails will be responded to within 10-business hours.

5.1 Local Number Portability

The NNSP field is required on all requests for Number Portability.

Windstream creates the SV (Subscription Version) in NPAC for Number Portability requests. The NNSP will be responsible for concurring with the SV in order to proceed with the porting process.

The Ten-digit trigger (TDT) will be placed in the switch the day prior to the FOC Due Date.
*Subject to available functionality in the switch.

The FOC is only good for the due date on the FOC. The NPAC subscription version will be cancelled the day following the FOC due date if activation has not occurred in NPAC or if a supplemental LSR has not been submitted. Windstream will re-write the internal order and send a cancellation notice via Windstream Express. If any of the canceled telephone numbers need to be ported, a new LSR will be required by the NNSP to process the request.

When a disconnection activity type is submitted for a Windstream native telephone number, the number must be in a pending-disconnect status in NPAC.

If translations removal is needed at the same time as the number port, a coordinated hot cut (CHC) is required.

Simple Port Requests

For simple port requests, Windstream requires and validates the following 14 fields: Ported Telephone Number (Ported NBR), Account Number (AN), Zip Code (ZIP), Company Code (CC), New Network Service Provider (NNSP), Desired Due Date (DDD), Purchase Order Number (PON), Version (VER), Number Portability Indicator (NPDI), Customer Carrier Name Abbreviation (CCNA), Requisition Type and Status (REQTYP), Activity (ACT), Telephone Number (Initiator), Agency Authority Status (AGAUTH), and Customer Assigned Passcode (if applicable).

Windstream follows the response and completion intervals mandated by the FCC for simple port requests.

Non-Simple Port Requests

Account Number (AN and EAN) and Account Telephone Number (ATN and EATN) are required to process a Number Portability LSR. The AN and EAN should be populated with the customer's Windstream Account Number and the ATN and EATN should be populated with the customer's Windstream Account Telephone Number.

Desired Due Dates (DDD) must be a minimum of three business days from the LSR submission date. If the LSR is submitted before 1:00 PM CT this will count as day one. LSRs submitted after 1:00 PM CT are considered to be received the next business day.

A request for a coordinated hot cut does not guarantee the requested due date will be granted. Windstream reserves the right to deny any coordinated hot cut request. Applicable charges

may apply. Requests should be emailed to WCI.SCSC.LSPAC@windstream.com. The subject line must include **CHC/PON/Due Date** and the body of the message must include the **Customer Name, Telephone and Account Number**. LSRs submitted as coordinated hot cuts that did not gain prior approval will be rejected.

If the parties agree to a coordinated hot cut, Windstream will allow the NNSP 30 minutes from the desired frame due time to activate the telephone number in NPAC. If 30 minutes expires and the telephone number has not been activated, Windstream will re-write the internal order and send a cancellation notice via Windstream Express. If any of the telephone numbers need to be ported, a new LSR will be required by the NNSP to process the request.

If a coordinated hot cut is not requested, numbers activated by the NNSP in NPAC will be removed from the Windstream switch the day following the FOC Due Date.

Telephone numbers will not be removed from the Windstream switch until the NPAC version has been activated by the NNSP.

5.2 Directory

If the LSR is received before 1:00 PM CT, a same day Due Date may be requested. If the LSR is received after 1:00 PM CT, the desired due date must reflect a future date. In either scenario, Desired Due Dates may not be granted due to workload.

Windstream LSPAC will no longer receive the alpha proof or galley that the CLEC submits to the publishing company with their handwritten comments or changes. If the CLEC wishes to permanently make changes to a listing, add a listing, and/or delete a listing, the CLEC must either submit a DSR or they may submit a directory listing discrepancy to wci.scsc.lspac@windstream.com regarding the listing. Windstream will be responsible only for transmitting the directory listing information in your order to Windstream's third-party publisher without validation of the listing or service information. Windstream will transmit your directory orders "as is" to the publisher. The CLEC is responsible for all content and format of the listing. Windstream has no liability for incorrect directory listing/assistance information provided.

When a disconnection activity type is submitted for a Windstream native telephone number, the number must be in a pending-disconnect status in NPAC.

Foreign Listings: A foreign listing is the request for a customer's name and telephone number to appear in a directory other than the directory provided for the local calling area. Customers will need to contact the Windstream Call Center in order to request a foreign listing. Windstream does not support the value of "F" in the RTY Field on the DL Form. If the RTY Field is populated with an "F", the LSR/DSR will be rejected. Non-standard listings such as toll free numbers are considered foreign and the customer will need to contact the Windstream Call Center in order to have their non-standard number listed in a Windstream directory.

5.3 Unbundled Network Elements

Desired Due Dates for 2-wire loops must be a minimum of three business days from the LSR submission date. If the LSR is submitted before 1:00 PM CT this will count as day one. LSRs submitted after 1:00 PM CT are considered to be received the next business day.

5.4 Resale

If the LSR is received before 1:00 PM CT, a same day Due Date may be requested. If the LSR is received after 1:00 PM CT, the desired due date must reflect a future date. In either scenario, Desired Due Dates may not be granted due to workload.

Windstream requires the County Field (Field Number 27 on the End User Page) to be populated on all Resale LSRs.

The Account Number will be required on all UNEP and Resale Conversion requests submitted for Windstream end users and should be populated in the AN field on the LSR Form.

The end user address on the EU form must exactly match, in sequence, the Service Address and Location section of the CSI response. In instances where Windstream is responsible for transmitting 911 on behalf of the provider, the address must exactly match MSAG.

5.4 Resale (continued)

UNE-P and Resale end user mailing addresses that differ from the end users MSAG (911) address should be entered in the Service Address section of the DSR form to ensure delivery of the published directory to the proper address. Windstream does not support Short Term Suspension requests.

When requesting a Hunt Group, in addition to the standard requirements, the following fields are required:

Field 6 – HTQTY	Field 109 - LOCNUM	Field 110 – HNUM	Field 116 – HNTYP
Field 112 – HA	Field 114 - TLP	Field 115 - TLI	Field 117 – HLA
Field 118 – HTSEQ	Field 119 – NOTYP	Field 120 - HT	

5.5 Distinctive Ring Numbers

Distinctive ring numbers that are associated with a telephone number requesting to be ported will automatically be disconnected unless otherwise specified.

5.6 Supplemental LSRs

Supplemental LSRs should be submitted via Windstream Express on or before the confirmed due date. LSR's received after 9PM, local time zone of the number, on the FOC due date will not be accepted. A Firm Order Confirmation (FOC) becomes invalid once a Supplemental LSR has been submitted. Supplemental Requests are subject to standard LSR verification. Applicable Desired Due Dates are required.

To prevent the possibility of customer out of service conditions, Windstream must receive a supplemental LSR by 1:00 PM CT the day prior to the confirmed due date. LSRs received after 1:00 PM CT will need to follow the standard escalation process. Additional fees may apply.

If Windstream determines that a disruption of service to a customer could result if a supplemental LSR is processed according to the First-in, First-Out method, Windstream will process that supplemental LSR as needed in order to avoid such disruption of service. All other LSR's will continue to be processed on a First in-First Out basis.

5.7 Fatal Errors

Fatal Errors are defined as errors that prevent Windstream from further validating an LSR. Once a fatal error(s) is corrected, Windstream can proceed with validation. The following are considered fatal errors:

Invalid Service Type TN activated in NPAC	Invalid/Missing Account Number Not a portable area for CC	Invalid/Missing/Inactive ATN SUP after FOC date
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5.8 Expedite Requests

Any request for service earlier than the standard interval is considered an Expedite request.

A request for an expedite does not guarantee the requested due date will be granted. Windstream reserves the right to deny any expedite request. Applicable charges may apply.

Local Number Portability:

Windstream will consider requests for expedited port out intervals on an individual case basis with an emphasis on preventing emergency services (911, Police, Fire, Ambulance or Medical Facilities) from being out of service. Requests should be emailed to WCI.SCSC.LSPAC@windstream.com. The subject line must include **Expedite/PON/Due Date** and **Customer Name and Customer Telephone number** in the body of the message. LSRs submitted as an expedite that did not gain prior approval will be rejected.

Resale:

Windstream will consider requests for expedited intervals on an individual case basis with an emphasis on preventing emergency services (911, Police, Fire, Ambulance or Medical Facilities) from being out of service. Windstream will also consider expedites for a customer with a documented medical condition where a physician requires the need of telephone service. LSRs should be submitted via Windstream Express with the Expedite Field marked and medical documentation should be faxed to (330) 425.0802.

5.9 Escalation Contact Information

Escalation requests should be directed to the appropriate contacts below:

- LSR/CSI Requests and Out of Service/Repair:
<http://www.windstream.com/wholesale/product.aspx?tab=3#5>

Please allow 2 hours before escalating to the next level.

Windstream reserves the right to deny any escalation requests. Applicable charges may apply.