

Red River Cellular Telephone Corporation

LOCAL NUMBER PORTABILITY (LNP) BUSINESS RULES ver1.1

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This document provides LNP operational guidance between Red River Cellular Telephone Corporation and its port partners. Red River Cellular Telephone Corporation reserves the right to make changes to the business rules. The modified version of the business rules will be forwarded to the port partner's Primary Contact specified in the port partner's Profile/TPP and supersede and replace all previous versions.

If an Interconnection Agreement exists between Red River Cellular Telephone Corporation and the port partner, the interconnection agreement terms supersede this document and the port partner's LNP Inter Carrier Procedures and/or Trading Partner Profile.

IMPLEMENTATION

The business rules include Red River Cellular Telephone Corporation's contact information, guidelines, standards and additional terms and conditions necessary to support Local Number Portability (LNP).

Red River Cellular Telephone Corporation requests the port partner provide the ordering and provisioning contact information before implementation of LNP.

Absent an agreement between Red River Cellular Telephone Corporation and the port partner to address the exchange of traffic to or from ported numbers, Red River Cellular Telephone Corporation requests the port partner discuss how traffic will be routed to and from ported numbers.

LOCAL NUMBER PORTABILITY PROCEDURES

Simple Port

As defined by the FCC, simple ports: (1) do not involve unbundled network elements (2) involve an account only for a single line (3) do not include complex switch translations (*e.g.*, Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop/line) (4) do not include a reseller.

Simple Port Validation

The following fields will be used for **validation** of simple port Local Service Requests. Account Number, Telephone Number, and Zip Code. **Completion of the FCC-mandated 14 simple port fields is required on ALL port requests.**

Non-Simple Port

A non-simple port is any port that does not qualify as a simple port.

Multi-line accounts

Local Service Requests: (LSR) to port multi-line accounts qualify as non-simple ports and may require project management. Contact Red River Cellular Telephone Corporation's Primary Contact for details before submitting the LSR**

Non -Simple Port Validation

Non – Simple Local Service Requests **require** the Account Holder’s Name and the Account Holder’s Physical Address in addition to the FCC-mandated 14 simple port fields. **The entire LSR must be completed for non-simple ports.**

Ordering

Local Service Request

The port partner must submit all port requests on Red River Cellular Telephone Corporation’s preferred Local Service Request Form (LSR). Red River Cellular Telephone Corporation’s preferred LSR will be provided (by Red River Cellular Telephone Corporation) upon request by the port partner.

- The LSR must be complete, legible and accurate.
- Red River Cellular Telephone Corporation **does not** support handwritten Local Service Requests.
- All Local Service Requests must be emailed to Red River Cellular Telephone Corporation’s dedicated LNP email address: RedRiverLNP@swatco.com
- Red River Cellular Telephone Corporation **does not** support Faxed Local Service Requests.

Coordinated Requests

If the customer requests the telephone number to port at a specific time on the day of the port, it is considered a Coordinated Request (Coordinated Hot Cut). A Coordinated Hot Cut (CHC) is NOT a Simple Port. The port partner must request a CHC in the Remarks section of the Local Service Request Form.

Rejected Orders

Red River Cellular Telephone Corporation will reject any Local Service Request that cannot be processed due to inaccurate data on the Local Service Request.

Simple Ports: Red River Cellular Telephone Corporation will provide the ‘reject’ notice within 4 business hours.

Non-Simple Ports: Red River Cellular Telephone Corporation will provide the ‘reject’ notice within 24 hours.

Local Response (LR)

The port date posted on the Local Response is “FIRM”. The port partner should not port the end user’s telephone number before the LR date unless Red River Cellular Telephone Corporation agrees to the early port date. The Local Response will be emailed to the port partner contact as specified on the Local Service Request.

Simple Port: Red River Cellular Telephone Corporation will provide the LR within 4 business hours.

Non-Simple Ports: Red River Cellular Telephone Corporation will provide the LR within 24 hours.

Supplemental Orders (Cancellations, Reschedules, Changes)

It is the port partner's responsibility to notify Red River Cellular Telephone Corporation of port cancellations, reschedules, and/or changes to the port request. If the port partner does not notify Red River Cellular Telephone Corporation of the port cancellation, reschedule and/or change, Red River Cellular Telephone Corporation will proceed with the port out per the Firm Order Confirmation date.

Port Cancellation Process

When a customer decides to cancel a pending port request to a new service provider (port partner) and remain with Red River Cellular Telephone Corporation (current service provider), Red River Cellular Telephone Corporation and the port partner must honor the cancellation request.

If the customer contacts Red River Cellular Telephone Corporation to cancel the pending port to a port partner, Red River Cellular Telephone Corporation will advise the customer to call the port partner to cancel the port request. If the customer contacts the port partner, the port partner must cancel the port AND notify Red River Cellular Telephone Corporation of the port cancellation. The port partner must adhere to Red River Cellular Telephone Corporation's port cancellation process as defined in the Port Cancellation Notification section of the business rules.

Port Cancellation Notification

Red River Cellular Telephone Corporation requests receipt of cancellation requests by **4pm local time** the day before the scheduled port date. To ensure port cancellation, the port partner must call Red River Cellular Telephone Corporation's Customer Service Department to verbally cancel the port **AND** the port partner must submit a supplemental (SUP) Local Service Request to Red River Cellular Telephone Corporation's Customer Service Center.

Cancel must be posted in the Remarks section of the LSR.

If a port request is canceled **on the due date**, the port partner must adhere to the above notification protocol.

Reschedules

Red River Cellular Telephone Corporation requests receipt of rescheduled requests by **4pm local time** the day before the scheduled port date. To ensure the port is rescheduled, the port partner must call Red River Cellular Telephone Corporation's Customer Service Department to verbally reschedule the port **AND** submit a port supplemental (SUP) request (Service Order) to the Customer Service Center.

Reschedule must be posted in the Remarks section of the LSR and the new due date must be posted in the **Due Date** field.

If a port request is rescheduled **on the due date**, the new Service Provider must adhere to the above notification protocol.

Changes

Red River Cellular Telephone Corporation requests submission of Change Orders by **4pm local time** the day before the scheduled port date. If an order is changed **on the due date**, the port partner should call Red River Cellular Telephone Corporation's CSC first to notify Red River Cellular Telephone Corporation of the change AND submit a supplemental Local Service Request for the change. A **detailed description of the Change** must be present in the Remarks section of the LSR.

*All Local Service Request order cancellations, reschedules and changes must be submitted via a supplemental (SUP) Local Service Request. To ensure the change is processed with expediency, the reason for the supplemental order should be clearly stated in the 'Remarks' section of the Local Service Request. *

Local Service Order Due Dates

Red River Cellular Telephone Corporation will port via FCC rules.

Simple Ports - Port out within one business day.

Non-Simple Ports - Port out within 3 business days.

NOTE: Multi-line accounts may require project management and a longer port out interval. Contact Red River Cellular Telephone Corporation's CSC for additional details.

End User Non-Payment

Red River Cellular Telephone Corporation will port numbers for customers whose service has been suspended for non-payment.

Red River Cellular Telephone Corporation will not port numbers once the customer's service has been disconnected.

Reserved Numbers

Reserved numbers, defined in 47 C.F.R. Section 52.15(f)(1)(vi) or a successor provision, may be ported only if there is at least one working telephone number in the group, as required by the FCC's rules and orders.

Inactive Numbers

Red River Cellular Telephone Corporation will not port numbers not currently being used by a Red River Cellular Telephone Corporation customer or previously reserved on an existing Red River Cellular Telephone Corporation customer's account.

Ported Number Treatment

Ten-Digit Trigger (TDT)

Unless otherwise requested by the port partner, and if applicable, Red River Cellular Telephone Corporation will apply the Ten-Digit Trigger (TDT) to all LNP orders.

Translations Removal

Translations removal will not be scheduled earlier than 11:59PM one day after the due date.

TROUBLE REPORTING & REPAIR

Trouble Reporting

Red River Cellular Telephone Corporation's Trouble Reporting & Repair will receive trouble reports from the port partner, generate internal trouble tickets and forward for processing.

Repair Completion

Notification of repair completion will be emailed to the initiator of the trouble report. Red River Cellular Telephone Corporation will not be held responsible for notifications not received by the port partner resulting from non-responsive or non-operational electronic mail.

DATABASE UPDATES

Directory Listing & Assistance

Upon completion of the port out, the port partner is responsible for the customer's directory listing and directory assistance information.

NPAC and SOA Databases

Red River Cellular Telephone Corporation and the port partner both shall be registered as regional Number Portability Administration Center (NPAC) users.

SS7, 911 & E911

Red River Cellular Telephone Corporation and the port partner are individually responsible for its own independent connections to the SS7 and 9-1-1/E9-1-1 networks. Red River Cellular Telephone Corporation supports E911 service and will complete the necessary 911 functions required for a successful port.

RED RIVER dba SWAT FIRST CONTACT INFORMATION

GENERAL COMPANY INFORMATION:

Company	Red River Cellular Telephone Corporation
Business (dba)	SWAT FIRST
OCN	095J
Address:	2601 East Street
City, State, Zip Code:	Texarkana, AR, 71854
Hours of Operation:	8am – 5pm, Mon-Fri
Observed Holidays:	New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day * A recognized Holiday that falls on a Saturday will be observed on Friday and if a recognized Holiday falls on Sunday, it will be observed on the following Monday.

PRIMARY CONTACT INFORMATION:

Name:	Rebekah Minter
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

ESCALATION CONTACT INFORMATION:

Name:	Cathryn Cooke / LNP Group
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

911 CONTACT INFORMATION:

Name:	Rebekah Minter
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

MISDIRECTED CALL CONTACT INFORMATION:

Name:	Customer Service
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

FRAUDULENT PORT CONTACT INFORMATION:

Name:	LNP Group
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

TESTING CONTACT INFORMATION:

Name:	Central Office
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

BILLING CONTACT INFORMATION:

Name:	Accounting
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com

CUSTOMER SERVICE CENTER CONTACT INFORMATION:

Name:	Customer Service
Phone Number:	870.653.8222
Email Address:	RedRiverLNP@swatco.com
Hours of Operation:	8am – 5pm Local time - Mon-Fri
Order Cut-off Time:	4pm local time

TROUBLE REPORTING & REPAIR CONTACT INFORMATION:

Name:	Dispatch
Phone Number:	870.653.6222
Email Address:	RedRiverLNP@swatco.com
Contact Outside Hours of Operation:	Central Office - via after hours support (rolls from number above)