

Lumen[®] Port-Out Request tool

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Product/service overview

The Port-Out Request tool is provided by Lumen to be used by carriers to submit port-out requests to port telephone numbers away from Lumen.

Setting up a carrier port-out account

Please register with the Port-Out Request tool so we can process your telephone number (TN) port-out request.

System requirements

The Port-Out Request tool works with Internet Explorer v6.0, 7.0 and 8.0. Other browsers, including Chrome, Firefox, and Safari may work, but have not been fully tested for compatibility.

Access

The Port-Out Request tool is located here: <https://portout.level3.com>.

Timing intervals

All times in the Port-Out Request tool are listed in GMT. While the times are represented in GMT, Lumen follows the timing intervals set by the FCC based on the telephone number's time zone, not based on GMT.

Tutorials

We have developed a [training tutorial](#) to help you use the Port-Out Request tool:

Hours of operation

You can initiate a port out request 24/7 using the Port Out Request tool. Our support staff can help you Monday–Friday, 7:00am–4:30pm (MT) [except on these holidays](#).

Port-out request types

There are three types of porting requests: simple, complex, and projects.

Simple ports—a simple porting request is defined as a single telephone number on a single account, typically for a residential telephone number. Simple port-out requests are processed within four hours of the request and can be ported within one business day if submitted in the morning (or will be processed on the next day if submitted in the afternoon).

Complex ports—a complex porting request is defined as any request involving more than one telephone number, such as for most business telephone number ports. Complex port-out requests will be processed within 24 hours of the request and can be ported out in three to five business days if there are no rejections.

Project ports—project port-outs are for large quantities of 200–10,000 telephone numbers.

Submitting a port-out request

The process for submitting a port-out request to Lumen varies depending on which type of port-out request you need.

Customer service records (CSRs)

Before submitting a port-out request, a Customer Service Record (CSR) must be requested first so you can see what Lumen has on file for the end-user name and address per telephone number. It is important to know that not all telephone numbers have a CSR, in which case the end-user name and address is listed as “unknown.” In these cases, submit your port-out request using the actual end-user name and address that you have on your Letter of Authorization from the end-user and we will accept that. Lumen will use our best efforts to provide CSR information for requests when available.

Letter of authorization (LOA)

The LOA is signed and dated by the end-user who is requesting that their telephone number be ported from Lumen to a new carrier and local service provider. It is the requesting carrier’s responsibility to have a valid LOA on file for every telephone number that they request to port away from Lumen.

For simple ports, Lumen does not require that you submit an LOA, but reserve the right to request one at any time if there is a name and address mismatch that we’re trying to validate, or post-port if a slamming complaint is filed by the end-user.

We require an LOA for any managed modem or dial-up Internet service-related requests.

Telephone number requirements

To process your port-out request, the telephone number must be active and in service on one of our Lumen networks. A disconnected telephone number cannot be ported.

Lumen networks (SPIDs)

The following carrier network service provider IDs (SPIDs) are owned by Lumen and you may submit your request for any telephone number associated with these SPIDs: 8824, 7058, 8318, 7566, and 7150. If you are trying to port out telephone numbers from any other carrier SPIDs, you will need to contact them directly. Lumen is only able to process port-out requests for Lumen numbers.

Port-out validation

The end-user name and service address submitted on the port-out local service request (LSR), must match our end-user records for the telephone number for your request to be processed. We also require a 24-hour notice of changes and cancels prior to your firm order commit (FOC) date to ensure continuity of service. FOC dates are valid for five business days past the requested port date. After that, the FOC is revoked and a new port-out request must be submitted.

Port-out concurrence

Lumen does not provide manual concurrence—it's provided automatically 18 hours after a FOC date is issued for the port. The winning carrier is expected to build a subscription for the porting telephone number in service order activations (SOA) system—or directly in NPAC—to update NPAC after a FOC is issued with enough lead time for the auto-concurrence to occur.

Required fields on the local service request (LSR)

- **PON** - carrier parent order number, or porting order number
- **VER** - version number of your port-out request (1st, 2nd, 3rd, etc.)
- **ATN** - main account telephone number (also known as a billing telephone number, or BTN)
- **CRD** - carrier request date for date you'd like to port-out the telephone number; would typically be at least three business days out for a small quantity complex port, same or next day for a simple port, or 2–3 weeks for a project port

Port-out project requirements

- Port-out projects of greater than 200 telephone numbers for a single end-user
- Bulk port request template must be used. Email L3POProjects@lumen.com to request the template.
- Port-out project of less than 200 telephone numbers where end-user info is different for each telephone number
- Porting intervals are approximate and include mandatory CSR scrub 100 - 500 telephone numbers = ~2–3 weeks, 500–10,000 telephone numbers = ~3–4 weeks
- Please email L3POProjects@lumen.com to discuss the SLA for large project ports
- All attempts will be made to provide a FOC three business days prior to CRD
- Templates and status requests must be submitted to L3POProjects@lumen.com
- All escalations, status requests, and questions should go through appropriate channels (see Escalation section)

Port-out order status, supps, cancels, and escalations

Please follow these guidelines for checking on your port-out order status, how to supplement/edit a port-out order, and how to cancel a port-out order.

Status updates

You can view the status of your request in the Port-Out Request tool.

Supplementing or canceling port-out requests

Before the CRD, you can supplement (edit) or cancel your port-out order using the Port-Out Request tool.

Expedited supps and cancels

If you are trying to supp/edit or cancel a port-out order on the day of FOC, you must send an email with your PON and LSR-ID to L3POProjects@lumen.com. Please put "same day cancel" (or supp) in the subject line.

Please make sure accurate email addresses are supplied within the port-out order LSR request for both the primary and secondary contact, if one is selected.

Lumen does not respond to auto-notifications. If further assistance is required, you can contact the Lumen Port Out team at Portoutupdates@lumen.com.

Snap-back requests

Lumen does not accept snap-back requests due to real-time provisioning constraints.

If carriers wish to return a telephone number to Lumen that was ported in error, or if the winning carrier's systems aren't ready and the end-user is out of service, the end-user would need to contact their previous LSP who was providing service on the Lumen network to submit a win-back order.

Lumen will provide best effort to work around this rule for emergency First Responders who are out of service when possible. However, system limitations may prevent acceptance of snap-back requests even in these situations.

Escalations

The following list can be used for escalations should you run into a port-out issue. The escalation path must be followed in sequential order. Please do not skip a level of escalation as you will be auto-routed to the appropriate level should you escalate out of process. Please note that Lumen does not provide after-hours support for port outs. [View the escalation list for port-out requests.](#)