Telephone Number (TN) Swap Job Aid

Contents

Telephone Number (TN) Swap LSR Job Aid

The purpose of this document is to assist in submitting orders to swap Telephone Numbers.

What is a Telephone Number (TN) Swap?

A TN Swap is the action of replacing an existing telephone number at one location with the telephone number that exists at another location. This action may include a number that must be ported in from another carrier (Return to Native.) The purpose of a TN Swap is to reuse existing facilities for the involved numbers which supports a seamless transition of service.

Directory Listing

Here are some considerations for the directory listings on swapped phone numbers:
- RCF service should not publish the local central office address. When a number is changed to RCF service, either ADI = O the address, or supply the end user published address on the DL form.
- When a telephone number is changed (LNA X) the new phone number will be listed exactly how the old one was unless the DL form directs otherwise.
- Perform a Directory Listing Inquiry or Customer Service Inquiry to verify the new directory listing after the TN Swaps is completed and the BCN is received.

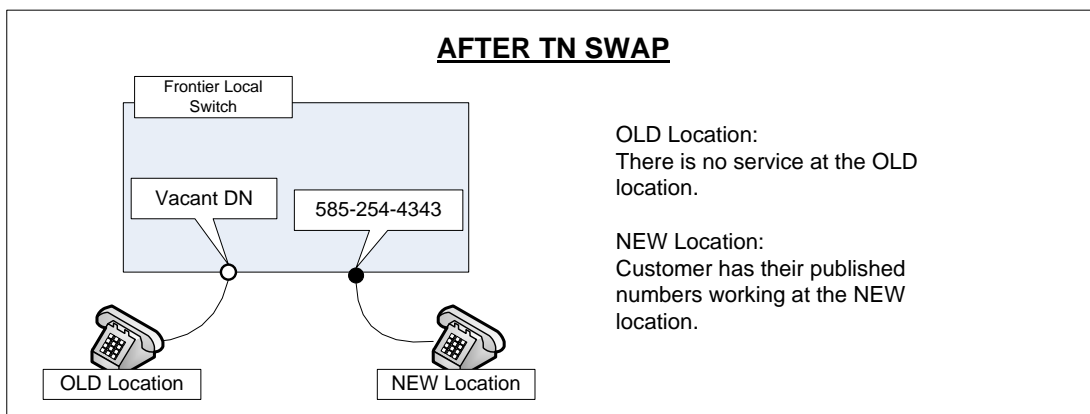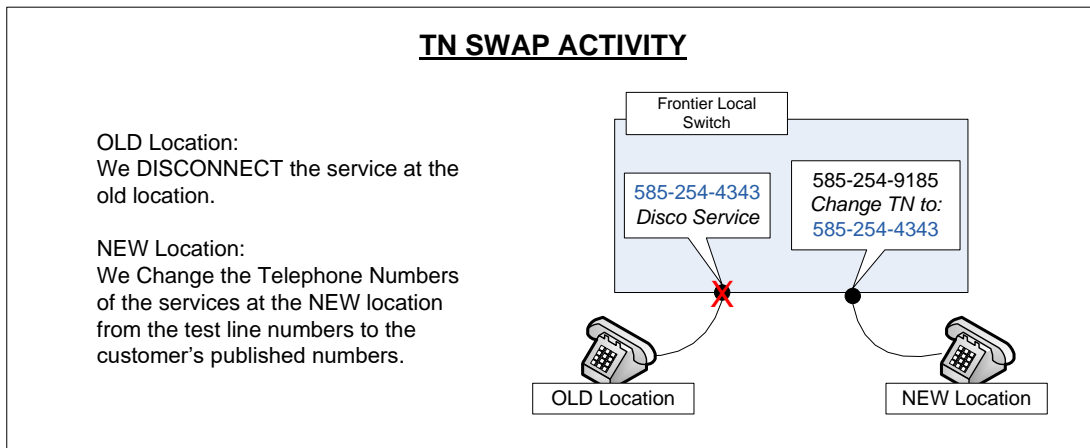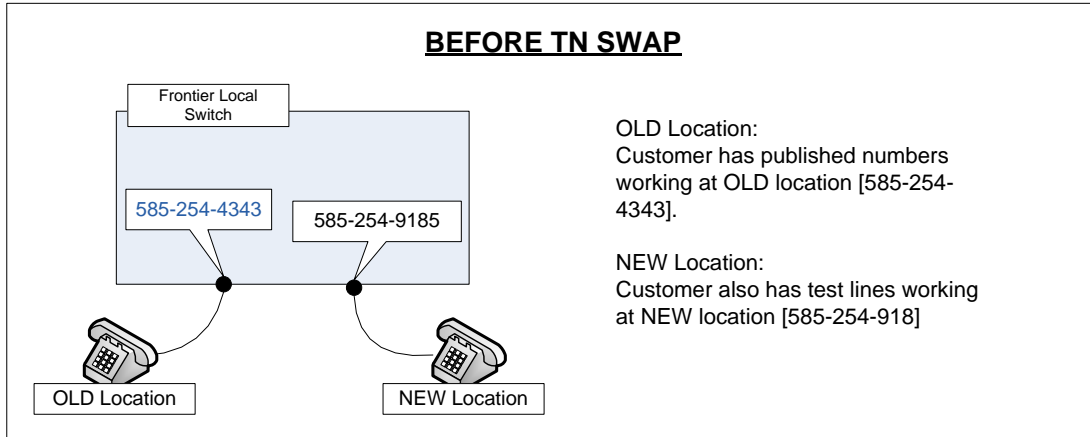## Restrictions

- Telephone numbers can be swapped only if they are in the same Frontier wire center. If unknown, the assigned wire center is returned on an Address Validation pre-order inquiry.
- RCF service is a separately-billed product. If an RCF line is combine-billed with other POTS services, the CLEC may be asked to separate the account from the remaining services prior to the TN Swap.

Illustrations

BEFORE TN SWAP

Frontier Local Switch

585-254-4343

585-254-9185

OLD Location

NEW Location

OLD Location:
Customer has published numbers working at OLD location [585-254-4343].

NEW Location:
Customer also has test lines working at NEW location [585-254-918]

TN SWAP ACTIVITY

OLD Location:
We DISCONNECT the service at the old location.

NEW Location:
We Change the Telephone Numbers of the services at the NEW location from the test line numbers to the customer's published numbers.

Frontier Local Switch

585-254-4343
Disco Service

585-254-9185
Change TN to:
585-254-4343

OLD Location

NEW Location

AFTER TN SWAP

Frontier Local Switch

Vacant DN

585-254-4343

OLD Location

NEW Location

OLD Location:
There is no service at the OLD location.
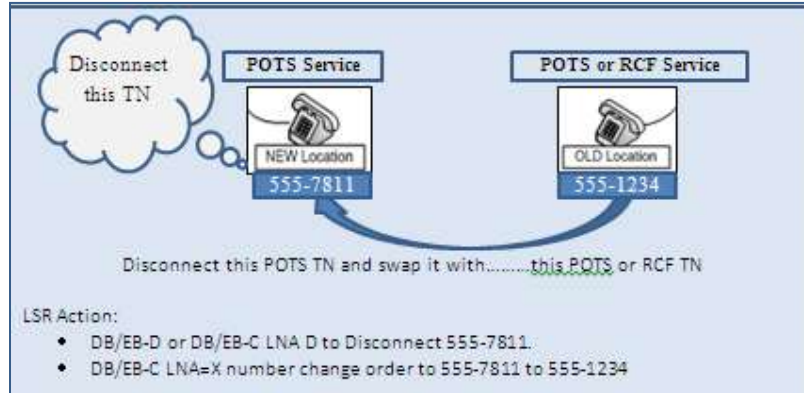
NEW Location:
Customer has their published numbers working at the NEW location.

Scenario One – Swap POTS with POTS or RCF

In scenario 1, only *one* telephone number involved in the TN Swap is retained. Each TN is at different locations. The telephone number at the "new" location is disconnected making room for the number from the "old" location to take its place on a number change order. It is very important for both PONS to be related.

LSR Order Process

The CLEC must submit two (2) related PONS to perform a TN swap.

On the TN…	The Reqtyp/Act is…
At the Old location	**DB/EB-D** This disconnects the number allowing it to be used at the new location.
At the Old location	**DB/EB-D or DB/EB-C LNA D** (when a line is left behind) This disconnects the number allowing it to be used at the new location.
At the New location	**DB/EB-C LNA=X** This order swaps (replaces) the old phone number with the TN that was at the previous location.

The following chart provides the LSR requirements for a TN Swap.

Detail	DB/EB-D 585-254-4343	DB/EB-C LNA=X 585-254-9185
Location of TN	Old	New
Product types	POTS or RCF	POTS only
TCOPT	N	N/A
OTN	N/A	Required
DFDT	Optional	Optional
CHC	Optional	Optional
IMPCON	Required	Required
IMPCON TELNO	Required	Required
RPON	Required	Required
Remarks	Required "TN Swap, replace 555-7811 with 555-1234."	Required "TN Swap, replace 555-7811 with 555-1234."

Scenario Two – Swap RCF with POTS

In scenario 2, *both* telephone numbers involved in the TN Swap are retained. The telephone number at the "old" location is moved to the "new" location. A number change PON allows the number at the "new" location (OTN) to swap places with the old TN. It is very important for both PONS to be related.
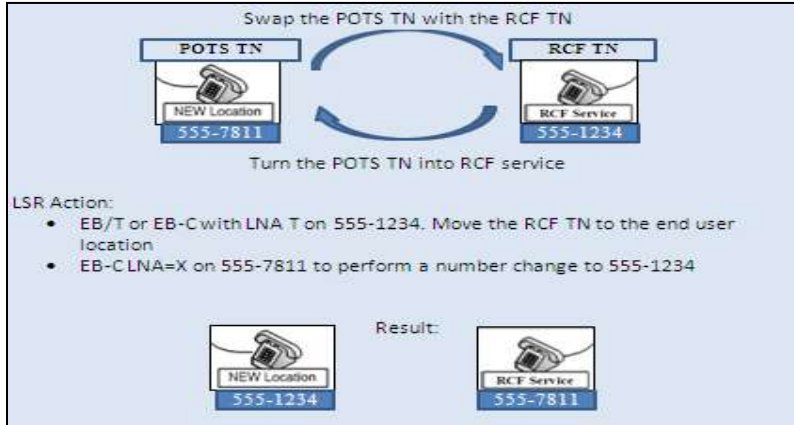
LSR Order Process

The CLEC must submit two (2) related PONS to perform a TN swap.

On the TN…	The Reqtyp/Act is…
At the Old location	**DB/EB-T or** This moves the RCF number to the new location.
At the Old location	**DB/EB-C LNA=T** (when a line is left behind) This moves the RCF number to the new location.
At the New location	**DB/EB-C LNA=X** This releases the existing POTS TN so the RCF number can be provisioned at the new location. Use TOS 4th pos R, and features codes for RCF service. This order is written on the number in the OTN field.

The following chart provides the LSR requirements for a TN Swap.

Detail	DB/EB-T or DB/EB-C LNA=T 555-1234	DB/EB-C LNA=X 555-7811
Location of TN	Old	New
Product types	POTS or RCF	POTS only
TCOPT	N	N/A
OTN	N/A	Required
DFDT	Optional	Optional
CHC	Optional	Optional
IMPCON	Required	Required
IMPCON TELNO	Required	Required
RPON	Required	Required
Remarks	Required	Required

	"TN Swap, replace 555-1234 with 555-7811. On 555-7811 add RCF to 800-546-6565."	"TN Swap, replace 555-1234 with 555-7811. On 555-7811 add RCF to 800-546-6565."

Scenario Three – Replace a TN with another number from within the same building. The replaced # is disconnected.

In scenario 3, only one telephone number is retained. There are two working numbers in the same building. The telephone number of location "A" replaces the number on the phone at location "B." The original number at location "B" is disconnected.
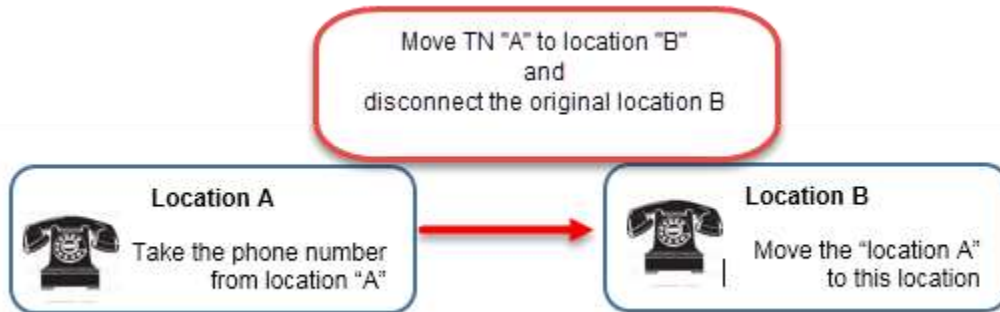
LSR Order Process

The CLEC must submit two (2) related PONS to perform this TN swap.

On the TN…	The Reqtyp/Act is…
At the old location (Location A)	**DB/EB-D** This disconnects the number allowing it to be used at the new location.
At the old location (Location A)	**DB/EB-D or DB/EB-C LNA D** (when a line is left behind) This disconnects the number allowing it to be used at the new location.
At the new location (Location B)	**DB/EB-C LNA=X** This order swaps phone numbers. It places the Location A phone number at Location B.

The following chart provides the LSR requirements for a TN Swap.

Detail	DB/EB-D or DB/EB-C LNA D 555-1234	DB/EB-C LNA=X 555-7811
Location of TN	Location A	Location B
Product types	POTS only	POTS only
TCOPT	N	N/A
OTN	N/A	Required
DFDT	Optional	Optional
CHC	Optional	Optional
IMPCON	Required	Required
IMPCON TELNO	Required	Required
RPON	Required	Required
Remarks	Required	Required

	"TN Swap, replace 555-7811 with 555-1234.	"TN Swap, replace 555-7811 with 555-1234. Disconnect 555-7811.

Scenario Four – Swap TNs within the same building, same suite.

In scenario 4, both telephone numbers are retained. There are two working numbers in the same building. The telephone number of location "A" replaces the number on the phone at location "D" and the telephone number of location "D" replaces the number on the phone at location "A."
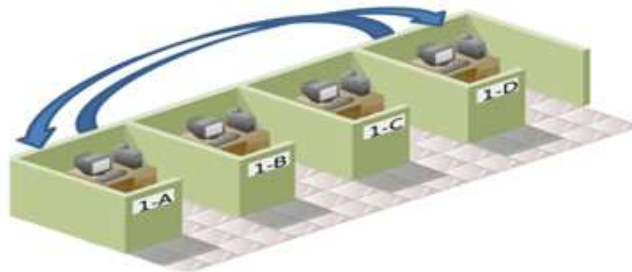
LSR Order Process

When both TNs are on the same account, only one **DB/EB-C** PON is required.

On the TN…	The LNA is…
At the 1-A location	Use **LNA=X** to change the TN. TN "A" is in the OTN field. TN "D" is in the TNS field.
At the 1-D location	Use **LNA=X** to change the TN. TN "D" is in the OTN field. TN "A" is in the TNS field.

When each TN is billed on a separate account, two (2) related PONS are required.

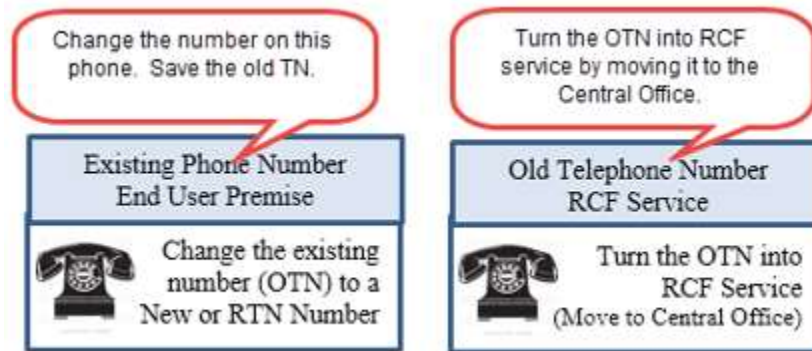| On the TN…	The Reqtyp/Act is…
At the 1-A location	**DB/EB-C LNA=X** TN "A" is in the OTN field. TN "D" is in the TNS field.
At the 1-D location	**DB/EB-C LNA=X** TN "D" is in the OTN field. TN "A" is in the TNS field.

Scenario Five – Change a POTS number, and make the OTN an RCF

In scenario 5, *both* telephone numbers involved in the TN Swap are retained. A telephone number at a location is changed to a new reserved or RTN number of the CLEC choice, and the "replaced" (OTN) telephone number is installed as RCF service.

The LSR order requirements are shown in the chart below. It is very important for both PONS to be related.

LSR Order Process

The CLEC must submit two (2) related PONS to perform a TN swap.

On the TN…	The Reqtyp/Act is…
At the existing location (OTN)	**DB/EB-C LNA X** This changes the OTN to a new number.
From the OTN field of the DB/EB-C LNA X	**DB/EB-N** This installs the TN in the central office with Remote Call Forward service. Use TOS 4th pos R, the FTR central office address, and features codes for RCF service.

Scenario Six – Swap POTS with RTN Number

In scenario 6, only one telephone number involved in the TN Swap is retained. In this scenario, an existing telephone number is disconnected and replaced with a ported in number (Return to Native.)

LSR Process

LSR Order Types: One PON is needed to perform this TN swap.

On the TN…	The Reqtyp/Act is…
At the New location This order is written on the TN that will be changed	**DB/EB-C LNA=X** Enter the RTN number in the TNS field.

Scenario Seven – Disconnect TN of a Multiline Account & Install that TN at a New Location

In scenario 7, a BTN or WTN of a multiline account at one location is disconnected. A related PON installs the disconnected number at a new location.

LSR Process

LSR Order Types: Two related PONs are needed to perform this TN swap.

On this account…	The Reqtyp/Act is…
Location A	**DB/EB-C LNA D** This action disconnects/releases the TN so it may be installed at another location. When the TN is the account BTN, the left behind account is restructured using AC=A and LNA Z identifies the new BTN.
Location B	**DB/EB-N** This LSR installs the "disconnected" TN at the new location.

Change Log

Date	Page	
12/15/2016		Added 4 TN Swap Scenarios
11/29/2018	13	Added Scenario 7 to page 13.

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