**Ported Numbers Reconcurrence Process**

**Brightspeed**

**Wholesale Markets**

**Reconcurrence Request Process**

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| Purpose | This document outlines the guidelines and process for reinstating a ported number that was disconnected and has snapped back to CenturyLink.  |

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| Guidelines | When a ported number is disconnected by the carrier and it is found that the number needs reconcurrence the following guidelines must be met. * The carrier was the last provider for the telephone number.
* The Snapback occurrence took place 7 or less calendar days ago.
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| Process for 7 days or less | The carrier contacts NEAC at 866-434-2555, Opt.1,Opt.2,Opt.2 . * The NEAC will contact the NPAP and request reconcurrence of the telephone number.
* The NEAC will bill a non-recurring charge (NRC) based on the contractual agreements.
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| Process for greater than 7 days | If it has been greater than 7 days since the telephone number was disconnected (snapback), the NEAC is unable to issue a reconcurrence. Please follow the process below if you wish for the number to be ported.* End-user must contact the local Brightspeed office to reestablish the service with that telephone number.
* After the local order is completed, a PON will need to be issued to port the number.
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