



How to Start

introduction

The U.S. Number Portability Administration Center (NPAC) supports the implementation of Local Number Portability, which enables customers in the United States to keep their telephone number when switching Service Providers. iconectiv, as the Local Number Portability Administrator (LNPA), uses the NPAC Service Management System (NPAC/SMS) to accurately manage porting activities. Vendors provide certified local systems -- Service Order Administration (SOA) and Local Service Management System (LSMS) -- that connect to the NPAC/SMS to perform porting activities.

purpose

Certification is required if you are a:

- Vendor with a version of a local system (SOA or LSMS) that has not completed certification testing with NPAC.
- Vendor with modifications to a previously certified SOA or LSMS or modifications to the NPAC interface model.

Local systems licensed to a Telecom Service Provider or Provider of Telecom-Related Services (PTRS) can directly connect to the NPAC/SMS to perform porting activities once the local system is certified by the NPAC/SMS. Vendors of local systems are responsible for completing Certification or Re-Certification with the NPAC/SMS before their systems can be connected to the NPAC/SMS. All required and optional features that Vendors plan to offer to their customers must be certified.

The Certification/Re-Certification process includes the following steps:

Step 1: Initiation

Contact the iconectiv LNPA Account Management team by contacting the iconectiv NPAC Help Desk at 844.820.8039 or lnpa-acct-mgmt@iconectiv.numberportability.com and request to be connected to LNPA Account Management.

The Vendor will receive the Vendor Testing and Confidentiality Agreement (VTCA). Once completed and returned, the Vendor will receive access to required testing documentation. An Account Management Representative is assigned to guide the Vendor through the Certification/Re-Certification process. The Vendor and iconectiv will each pay for their own expenses associated with Certification/Re-Certification. If the Vendor requires extended technical support to complete Certification/Re-Certification, additional fees may apply.

Step 2: Establish And Test Connectivity

Connectivity must be established to the NPAC/SMS Test Bed. The Account Management Representative initiates a request to establish and schedule connectivity testing to the NPAC/SMS Test Bed. The request also introduces the Vendor to the iconectiv NPAC Operations team that conducts the connectivity testing with the Vendor.

Step 3: Schedule And Conduct Testing

The Account Management Representative opens a request to introduce the Vendor to the iconectiv Industry Test Engineering team. Team Leads work together to schedule and conduct the required testing according to a documented test plan. Testing is scheduled during normal business hours of 9:00 am to 5:00 pm ET. Once testing begins, Certification Testing typically takes seven to eight (7-8) weeks for a SOA, and three (3) weeks for an LSMS. Re-Certification Testing, also known as Regression Testing, typically takes two (2) weeks for a SOA and one (1) week for an LSMS.

Step 4: Assessment Of Results

Once testing is complete, the Account Management Representative facilitates a call with the Vendor and the iconectiv Industry Test team to share the results. If Certified or Re-Certified, the Vendor will receive a Certification or Re-Certification letter from the LNPA Account Management team.