

Porting

Setup

1. Access the Star2Star portal and select the DEALTRACK option at the top of the page.
2. Enter NEW DEAL information and select ADD DEAL.
3. Or, enter Customer/Location in the Search box to EDIT EXISTING DEAL.

Welcome Demol LOGOUT STATUS REPORTS DEALTRACK CONFIGURATION SUPPORT STARPEDIA DASHBOARD

DealTrack

ADD NEW DEAL

Dealer Name:

Dealer Contact:

Order Type:

Customer Name:

Location Name:

Industry:

Expected Close Date:

Closing Estimate:

Upload Quote Calculator:

Upload Signed Contract:

Notes:

EDIT EXISTING DEAL

Search by customer/location name:

Dealer ▲ ▼	Customer ▲ ▼	Location ▲ ▼	Closing Estimate ▲ ▼	Creation Date ▲ ▼	SNA Date	Contract Received Date	QC Finalized ▲ ▼	Green Date ▲ ▼	Ship Date
Demo Dealer	A New Customer	Main Office	5%	02/08/2011					
Demo Dealer	A New Deal	Main Office	5%	02/08/2011	06/03/2011				
Demo Dealer	A New Deal	Main Office addon 02/08/2011 - 1	5%	02/08/2011					

Porting (contd)

4. To verify if a number will port use the Porting tab (see example below).
5. Select either Toll Free or Non Toll Free Number: Click on either Toll Free or Non Toll Free.
6. Address: Toll Free numbers, insert the Billing address. Non Toll Free numbers, insert the Service address.
7. Type in the Authorized Account Administrator: This is the person who has been identified as the person authorized with the existing telephone company to make changes to the account.
8. Select either Add Single Number, Add Number Range, or Both:
 - Select either or both and put in the number information.
 - Include the number to be Pre-Qualified, the Billing Telephone Number,
 - ELS numbers: indicate whether it is to be Listed, Published, and what the Called-ID is to be.
 - LI Numbers: Do Not complete the List, Publish, nor the CNAM fields.
 - If Toll Free, please select whether the number needs to have the ability to receive calls from Canada and/or Caribbean.
9. Click [Submit Porting Pre-Qualification](#).
10. At the top of the page the system will indicate if the transaction was completed, or requires other information.

A New Customer - Main Office

General	StarNet Analyzer	Porting	New Number	Circuit
Dealer Name:	Demo Dealer			
Dealer Contact:	Demo Dealer (demo@star2star.com) ▾			
Order Type:	New Customer/Location			
Customer Name:	A New Customer			
Location Name:	Main Office			
Industry:	MEDICAL ▾			
Expected Close Date:	12/31/2011			
Closing Estimate:	5% ▾ <input type="checkbox"/> Mark this deal as dead			
Upload New Calculator Revision:	<input type="text"/> <input type="button" value="Browse..."/>			
Upload Signed Contract:	<input type="text"/> <input type="button" value="Browse..."/>			
Notes:	<div style="border: 1px solid black; padding: 5px;"> Waiting on final approval to get signed contract. Expected 11/29/11 </div>			
Finalize Deal:	<input type="checkbox"/> (You will no longer be able to upload any additional quote calculator revisions)			
<input type="button" value="Update Deal"/>				
Download Star2Star System Performance Check (SPC) for the Application Framework				
(+) Show All Contract Versions (+) Show All Location Updates				

[Return](#)

A New Customer - Main Office

General
StarNet Analyzer
Porting
New Number
Circuit

NEW PORTING PRE-QUALIFICATION

The following information must match the information the current provider has on file or this port will be rejected by the porting carrier.

Toll-Free / Non Toll-Free: Toll-Free Non Toll-Free

Business Name:

Service Address Line 1:

Service Address Line 2:

City:

State / Province:

ZIP / Postal Code:

Authorized Account Administrator:

There is one major difference between Porting a Regular number verses a Toll Free number.

- Regular Numbers require the actual Service Address where the number will be physically located
- Toll Free Numbers require the Billing Address to be placed upon the Porting request instead

Each New and/or Ported ELS (Enhanced Local Service) Number(s) in addition to the original Main ELS Number, will incur additional monthly charge(s) per number for the Enhanced Local Services such as Caller-ID and placement into the 411 Directory Listings and White Page Listings.

Authorized Account Administrator - This is the person who has been assigned by the company and setup with the Telephone Company as the person authorized to make changes to the account.

Please select FAX when Pre-Qualifying FAX numbers. FAX numbers are configured differently from VOICE numbers and will **NOT** work properly if ordered as VOICE.

Any FAX Porting Request entered as VOICE will be cancelled upon discovery.

Should this be part of a Project Port, the entire Project will be canceled.

This includes any requests that may already:

- Have a confirmed FOC Date
- Be Porting the next day
- Be Porting that same day.

The number may be Portable as a VOICE number, however only select carriers accept Voice Over IP (VOIP) T.38 FAX services. If Ported to a NON-T.38 provider, the FAX Service will **NOT** work. Not all Donor Carriers will accept a Snapback request.

NOTE: Dealer will be responsible for ALL Re-Processing and Snapback Fees.

Numbers to Port	Billing Telephone Number	Current Carrier	Line Usage
<input type="button" value="Add Single Number"/> <input type="button" value="Add Number Range"/>			

EXISTING PORTING PRE-QUALIFICATIONS

(none)

PORTING REQUESTS

[Continue to Porting Requests](#)

Porting (contd)

11. To port a number click the Porting tab.
12. Read the Notice and check "I have read and understand the preceding notice" as appropriate.

A New Customer - Main Office

NOTICE

Rescheduling after the order has been processed and waiting for the Firm Order Commitment (FOC) Date, and/or once the FOC Date has been received will incur financial penalties (Admin Fees) of \$50 for each individual customer location. Individual locations may need to be rescheduled if one or more of the individual telephone numbers (TN) need to be rescheduled, added, or canceled.

Projects with a single or multiple locations are processed together as a complete project. Any changes to add or delete a number within the project require the complete cancellation of the project and resubmission as a new project. Rescheduling a single or multiple locations to a different date would require project cancellation and resubmission as a new project. Unless all locations within the project are pushed out to the new date, then it would be handled as a reschedule of an existing order.

Fee Structure

- Reschedule Existing Order Fee - \$50.00 Admin Fee for each individual location to be rescheduled
- Standard Cancellation Fee - \$6.00 per each TN + \$50.00 Admin Fee
- Expedited Cancellation Fee - \$75.00 per each TN + \$50.00 Admin Fee
- Snapback Fee - \$306.00 per each TN + \$50.00 Admin Fee
- 411/Directory Listings and Caller ID Changes - \$15.00 per each TN

411 Directory Listings or White Page Listings WILL NOT be provided when the customer's physical address and the telephone number are in different Rate Centers. Both the customer's physical address and telephone number MUST be in the same Rate Center for this product offering to be available.

Please check to make sure any account freezes have been removed before submitting a porting request.

I have read and understand the preceding notice

SELECT NUMBERS TO PORT

<input type="checkbox"/> Select All	Number	Billing Telephone #	List	Publish	CNAM	Line Usage	Portability	Ticket Number
<input type="checkbox"/> Select All	Number	Billing Telephone #	List	Publish	CNAM	Line Usage	Portability	Ticket Number

Requested Port Date:

Port these Numbers

EXISTING PORTING REQUESTS

<input type="checkbox"/> Select All	Creation Date	Numbers	Download LOA	Line Usage	Requested Port Date	Ticket Number	Status
<input type="checkbox"/> Select All	Creation Date	Numbers	Download LOA	Line Usage	Requested Port Date	Ticket Number	Status

For all Selected Items:

- Change Requested Port Date **Change**
- Cancel Port (please provide reason) **Cancel**

13. Check / Select the previously "Prequal'd" number(s) as appropriate.

14. Enter a Requested Port Date.

15. Click **Port these Numbers**.

16. You will be notified via email as to the progress of each operation.

New Number

Description

The New Number link provides access to a 2-step process much like the Porting link. The first step is to determine number availability and the second step is to actually request one or more of the available numbers. As with the porting process you will be notified via email as to the progress of each operation.

Setup

1. Access the Star2Star portal and select the DEALTRACK option at the top of the page.
2. Enter NEW DEAL information and select ADD DEAL.
3. Select the required location.

Welcome Demo! LOGOUT STATUS REPORTS DEALTRACK CONFIGURATION SUPPORT STARPEDIA DASHBOARD

DealTrack

ADD NEW DEAL

Dealer Name:

Dealer Contact:

Order Type:

Customer Name:

Location Name:

Industry:

Expected Close Date:

Closing Estimate:

Upload Quote Calculator:

Upload Signed Contract:

Notes:

A New Customer - Main Office

General	StarNet Analyzer	Porting	New Number	Circuit
Dealer Name:	Demo Dealer			
Dealer Contact:	Demo Dealer (demo@star2star.com) ▾			
Order Type:	New Customer/Location			
Customer Name:	A New Customer			
Location Name:	Main Office			
Industry:	MEDICAL ▾			
Expected Close Date:	12/31/2011			
Closing Estimate:	5% ▾ <input type="checkbox"/> Mark this deal as dead			
Upload New Calculator Revision:	<input type="text"/> <input type="button" value="Browse..."/>			
Upload Signed Contract:	<input type="text"/> <input type="button" value="Browse..."/>			
Notes:	<div style="border: 1px solid gray; padding: 5px;"> Waiting on final approval to get signed contract. Expected 11/29/11 </div>			
Finalize Deal:	<input type="checkbox"/> (You will no longer be able to upload any additional quote calculator revisions)			
<input type="button" value="Update Deal"/>				
Download Star2Star System Performance Check (SPC) for the Application Framework				
(+) Show All Contract Versions (+) Show All Location Updates				

New Number (contd)

4. Enter the quantity of numbers that you need.
5. **Line Type** -- Select which type of Line that you require, ELS or LI.
6. **State** -- Select the State where the service is to be provided.
7. **Area Code** -- Select the Area Code that you would like.
8. **Exchange** -- Select the NXX that you would like.
9. Click .
10. At the top of the page the system will indicate if the transaction was completed, or requires other information.

General	StarNet Analyzer	Porting	New Number	Circuit			
<h3>NEW NUMBER PRE-QUALIFICATION</h3>							
Quantity	<input type="text"/>	Please select FAX when Pre-Qualifying FAX numbers. FAX numbers are configured differently from VOICE numbers and will NOT work properly if ordered as VOICE.					
Type	<input type="text"/>	Any FAX Request entered as VOICE will be canceled upon discovery					
State	Select ▾	A number may be available as VOICE, however only select carriers accept Voice Over IP (VOIP) T.38 FAX services. If a new number is purchased from a NON-T.38 provider, the FAX Service will NOT work.					
Area Code	▾						
Exchange	<input type="text"/>						
Duration	<input type="text"/>						
Line Usage	<input type="text"/>						
<input type="button" value="Submit New Number Pre-Qualification"/>							
<h3>EXISTING NUMBER PRE-QUALIFICATIONS</h3>							
<table border="1"> <thead> <tr> <th>Ticket Number</th> <th>Date</th> <th>Status</th> </tr> </thead> <tbody> </tbody> </table>					Ticket Number	Date	Status
Ticket Number	Date	Status					

NOTE: When requesting a phone number by area code and exchange, you are only requesting a number in a specific telephony rate center. We will provide you with a number from the same rate center if available, but cannot guarantee the same area code and exchange as requested.

SELECT PREQUALIFIED REQUEST

<input type="checkbox"/>	Requested Number	Primary Number	Qty	Rate Center/State	Duration	Line Usage	Type	CNAM	CAN TF	CARIB TF	411 Info	Ticket Number	Status
<input type="checkbox"/>	(205) 555 - xxx		1	N/A/AL	Temporary	Voice	LI		No	No		186959	Accepted
	(205) 333 - xxx		3	TUSCALOOSA/AL	Temporary	Voice	LI		No	No		1020486	Open
<input type="checkbox"/>	Requested Number	Primary Number	Qty	Rate Center/State	Duration	Line Usage	Type	CNAM	CAN TF	CARIB TF	411 Info	Ticket Number	Status

Order Number

EXISTING NUMBER REQUESTS

Requested Number	Primary Number	Qty	Rate Center/State	Duration	Line Usage	Type	CNAM	CAN TF	CARIB TF	411 Info	Ticket Number	Status
Requested Number	Primary Number	Qty	Rate Center/State	Duration	Line Usage	Type	CNAM	CAN TF	CARIB TF	411 Info	Ticket Number	Status