

TRADING PARTNER PROFILE (TPP)
Inteliquent, Inc. A Sinch Company

The purpose of the TPP is to exchange contact and connectivity information required to port with Sinch Voice (Our Main is SPID 505B but we have several all serviced through the same portal). Information contained in the Trading Partner Profile is operational in nature and subject to change.

GENERAL TRADING PARTNER INFORMATION		
Item	Sinch Voice	
Company Name and Spid	224C Inteliquent 278D Broadvox 425G Broadvox 4899 Onvoy 505B Sinch Voice 539H ANPI Business 566J RadiantIQ 604E Onvoy 787F Broadvox	
Wireless or Wireline	Wireline	
Carrier Type: ILEC, CLEC, Reseller, Wireless	CLEC	
NPAC Registered Service Provider ID (SPID)	224C Inteliquent 278D Broadvox 425G Broadvox 4899 Onvoy 505B Sinch Voice 539H ANPI Business 566J RadiantIQ 604E Onvoy 787F Broadvox	

HOURS OF OPERATION		
Item	Sinch Voice	
Monday – Friday	7 am to 6 pm Mon-Fri (Central Time) Note: Orders received after 5pm CST are considered received the following business day.	
As the OSP, do you process port orders with a Saturday or Sunday Due Date?	Saturday: No Sunday: No	
As the OSP, does your Port-Out Department provide support on Saturday or Sunday?	Saturday: No Sunday: No	
Holidays	Sinch Voice will not process port orders with a due date associated with these holidays we may have additional floating holidays that can be viewed on our portal calendar: New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day Day After Thanksgiving Christmas Eve Christmas Day	

CSR PROCESSING		
Item	Sinch Voice	

CSR (Customer Service Request): Do you offer a CSR product?	No, please reach out to the Reseller/Carrier that bills the end user for CSR information.	
If yes, where do we send CSRs?	N/A	
Do you have a required CSR form? (If yes, please provide.)	N/A	
Media (email, fax, GUI, etc.)	N/A	
CSR Response Interval	N/A	
Does the CSR identify holds or freezes?	N/A	

LSR PROCESSING (PORT IN AND PORT OUT)		
Item	Sinch Voice	
LSR Transport Medium (Electronic, Email, Fax, GUI)	Portal	
Where to send LSRs	Portal.inteliquent.com	
NPAC Concurrence: As the OSP, do you send Concurrence to NPAC acknowledging the FOC DD?	No	
LSR Response Interval:	0-2 business days. LSR's received after 5pm CST are considered received the following day. Most responses are received within 24hrs, Complex requests may take 2 business days. On the 2 nd Business Day, if an approval or rejection has not been sent, we will provide an automated response by 5pm CST. Please do not request status unless the 2nd business day has passed.	
Expedited LSR: Do you accept Expedited LSRs?	Yes. Approval required based on expedite criteria/policy.	
Expedite Criteria/Policy Expedites (advancing the DD) applies to non-simple ports. Expedites (advancing the DD) is not applicable for simple ports as existing process accommodates "Next Day" porting.	Sinch Voice does not accept Expedited port requests (advancing the standard DD) unless there is a service impacting situation caused by Inteliquent. Expedites will be considered on a case-by-case basis with focus on preventing emergency services (911, Police, Fire, Ambulance or Medical Facilities) from being out of service.	
Expedite Process	Expedites must be approved by the port out Manager	
Order Completion When are Translations Completed (TN removed from the switch) as the OSP (Old Service Provider)?	Sinch Voice will not remove translations from our switch until the NNSP activates the TN in the NPAC. Please allow 4hrs from the time of activation. If you have an issue after 4hrs please open a trouble ticket with a call example at portal.inteliquent.com	

Order Cancel Process As the OSP, do you accept a cancellation (Sup 1) on the due date? What is the OSP cut-off time to receive/process Sup 1?	Yes, they must be submitted via the portal.	
FOC Cancel Policy	FOC will expire after five business days.	

PORT OUT RESOLUTION CENTER		
Item	Sinch Voice	
Primary contact name	Port out Team	
Phone Number (Carrier Support)	We do not offer Live support for portouts. Any end users calling, or carriers calling with questions about end user information should go to the carrier billing the end user.	
Email address (Carrier Support)	portout@voice.sinch.com Please do not call for status unless 2 full business days have passed.	
Phone Number (Customer Support)	Please contact the carrier that bills the end user. <u>We do not have any end user information on file.</u>	
Hours of Operation:		
Monday – Friday		
Saturday & Sunday	7:00AM to 6:00 PM (Central)	
Holidays	Closed	
	Closed	

PORT OUT ESCALATION POINT OF CONTACTS		
Item	Inteliquent/Sinch Voice	
1st Level:	Please download a fresh copy of the Sinch Voice Escalation list at: https://portal.inteliquent.com/CustomerPortal/referenceDocumentList.htm Please make sure you do not skip escalation levels and allow time for a response.	
Primary contact name	Port out department	
Phone Number (Carrier Support)	We do not offer Live support for portouts.	
Email address	portout@voice.sinch.com	
2nd Level:		
Contact Name	Antonio Rebeles	
Contact description	LNP Manager	
Phone number	312-312-9433	
Email address	Antonio.Rebeles@sinch.com	