

Local Number Portability Trading Partner Profile

Purpose & Guidelines:

- ▶ The purpose of the **Trading Partner Profile** is to obtain contact and connectivity information required to do business with our trading partners. If you are doing business with [Suddenlink Communications] in more than one state, please complete one profile for all states in which you are doing business. The parties agree that information contained in the Trading Partner Profile is operational in nature and subject to change. 30 days' notice for any changes to information is required.
- ▶ Please return this form to: [DLSDL-ALLCarrierRelations@suddenlink.com].

1. General Trading Partner Information

DATE:	08/20/20	
Item	Suddenlink Communications	Trading Partner
Company Name	Suddenlink Communications	
Hours of Operation	8am - 6pm central Monday-Friday (excluding Holidays)	
Holidays	Orders not processed	

2. Contact/Escalation Information

Item	Suddenlink Communications	Trading Partner
Level 1	CLEC Operations	
Phone	855-420-1082	
E-mail	Residential – OVOpsEscalations@AlticeUSA.com Business - DLSDL-ALLSDLPortOuts@AlticeUSA.com	
Hours of operation	8am - 6pm central Monday-Friday (excluding Holidays)	
Escalation/After Hours Contacts:		
Level 2	Manager Hotline	
Phone	516-803-4086	
E-mail		
Level 3	Laurie Haller (Residential) Fabrice Salomon (Residential) Caleb Miracle (Commercial) Jasmin McIntosh-Page (Commercial)	
Phone	Laurie – 516-803-6908 Fabrice – 516-803-6991 Caleb – 806-771683 Jasmin – 516-803-6909	
E-mail	Lauie.Haller@AlticeUSA.com Fabrice.Salomon2@AlticeUSA.com Caleb.Miracle@AlticeUSA.com Jasmin.McIntosh-Page@AlticeUSA.com	

Trading Partner Profile

3. Porting Information

A. SPIDs/OCN

Suddenlink Communications				Trading Partner			
State	CCNA	OCN	SPID	State	CCNA	OCN	SPID
AR	XSD	048G	318C				
AZ	MQY	227H	318C				
CA	YSD	388E	318C				
KS	KSU	224H	318C				
KY	JSD	238H	318C				
LA	JSU	260H	318C				
MO	MQY	159E	318C				
MS	VSD	223H	318C				
NC	EBO	703F	318C				
NM	YSU	243H	318C				
OH	HSU	225H	318C				
NV	MQY	590H	318C				
OK	KSD	390E	318C				
TX	OXL	318C	318C				
VA	VAX	229H	318C				
WV	VSU	391E	318C				

B. CSR/Pre-Order Processing

Item	Suddenlink Communications	Trading Partner
CSR return method	Suddenlink GUI	
Where do we send Requests for CSRs(URL, e-mail)?	https://sdl-portout.neustar.com/gateway	
Standard Response Interval	2 business days	
Do you have a required CSR request form? If yes, please provide.	N/A	

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C. LSR Processing

LSR Acceptance Window	Suddenlink Communications	Trading Partner
Holidays	<p>SDL will accept orders on holidays however, orders will be processed the following business day.</p> <p>Holidays Observed: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day, Martin Luther King Jr. Day, President's Day</p>	
LSOG Version	Current LSOG Version. Initial submission of order should reflect VER 00.	
Primary Porting Method (GUI, FAX, OTHER)	Suddenlink GUI	
To obtain access:	<p>E-mail: DLSDL-ALLCarrierRelations@suddenlink.com</p> <p>Prior to access being provided, each Trading Partner will need to submit a COMPLETE Trading Partner Profile.</p>	
URL	https://sdl-portout.neustar.com/gateway	
If by email any special Subject line data elements?	No orders received via email	
If by fax what is primary and secondary fax numbers?	N/A	
Standard Interval: LSR to Port (less than 20 lines)	4 business days –submitted before 3:00pm cst	
Standard Interval: LSR to Port (more than 20 lines)	Negotiated due date -TBD	

D. LNP Process – Simple Ports

Item	Suddenlink Communications	Trading Partner
If you require Account Number or Passcode, do you provide via CSR?	YES – information is provided via CSR for account number. Passcode is not required	
If the order is not eligible for Simple Porting, will you supply a DD or reject?	Reject supplied: Other – See Remarks with additional details	