



Vendor Portal

# LOGIX LSR PORTAL

USER GUIDE

### Time-saving Benefits of the new Logix Vendor Portal:

- Easily connect to the [Logix Vendor Portal](#) homepage (**registration required**)
- Simplified LSR online submission process
- Submit CSR and LSR requests *simultaneously or separately*, as needed.
- View and track your requests: see new, existing, and historical submissions at a glance.
- The Portal provides instant feedback for many common errors resulting in rejection, eliminating communication delays for simple corrections.
- Ability to submit Desired Due Date (DDD) changes and Cancellations quickly and easily.

### Follow these steps to begin using the portal:

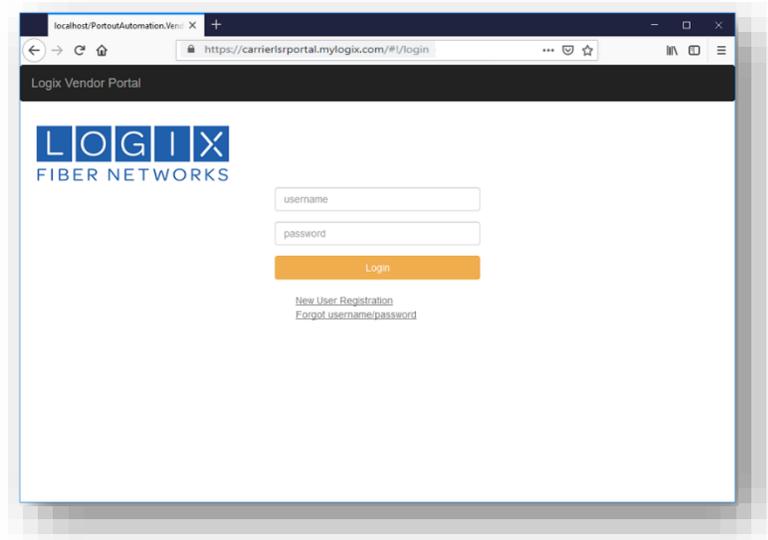
1. Read this document carefully, and save it for future reference.
2. Review and refer to the Logix Intervals and Requirements for porting.
3. Register for credentials (allow a minimum of 24 business hours for approval).
4. Save your Portal password!

### Portal Registration:

- Select the “*New User Registration*” link to request an account:
  - A valid email address is required.
  - Once approved, your system-generated account password is provided via email.
  - Approval may take up to 24 hours (1 business day).

#### **IMPORTANT:**

- *Passwords cannot be manually changed or edited – save your password.*
- *Forgotten password: submit a request using the “Forgot username/password” link (requires the original email address submitted for registration).*



## I. VIEWING AND TRACKING REQUESTS:

- Users can toggle between the “Last 30 days” and “History” pages to track requests
  - *after 30 days, requests are automatically moved to the History page*
- Use the Search box to locate requests based on **TN** and or **Request Number**

### View CSR Requests:

- Approved CSR requests generate an email response with the CSR in the body of the email:
  - The email response includes an optional CSR browser view (HTML attachment).
  - To download a CSR from the portal view, click the icon in the “CSR comp date” column for a particular customer.
  - **After** a CSR request is approved, the LSR can be submitted **at any time** by selecting “**Submit LSR**”.

### View LSR Requests:

- Approved LSR requests generate an email response with the LSR in the body of the email:
  - The email response includes an optional LSR browser view (HTML attachment).
  - After the LSR is *submitted*, view it in read-only format by clicking the icon in the “**LSR submitted**” column.

Request #	Vendor	TN	CSR req. date	CSR comp. date	LSR submitted date	Approved date (FOC)	DDD	Status	Cancel
109	Logix Test	5552329999	03/21/19	03/21/19	03/21/19	03/21/19	03/28/19	FOC Approved	✕
108	Logix Test	5552329999	03/20/19	03/20/19	03/20/19		04/02/19	FOC Rejected	✕
107	Logix Test	5552329999	03/20/19		03/20/19		03/28/19	LSR Submitted	✕
106	Logix Test	5552329999	03/19/19	03/19/19				CSR Sent	✕
105	Logix Test	5552329999	03/19/19	03/19/19				CSR Sent	✕

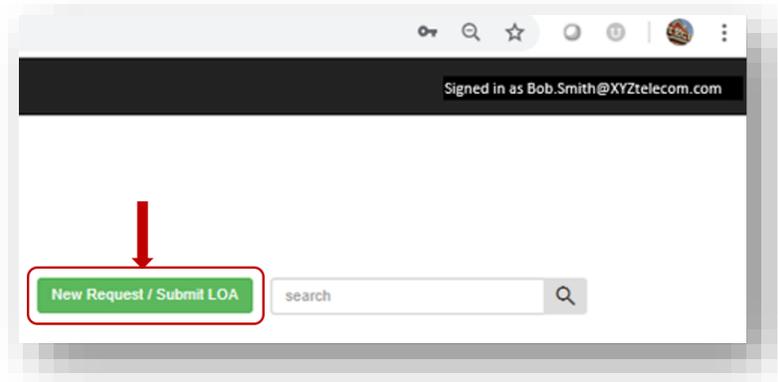
## II. STATUS EXPLANATIONS:

There are several status options you may see on the Requests page:

- CSR Requested – Carrier has requested CSR without requesting LSR, and the CSR is awaiting approval from Logix.
- CSR Sent – Logix has approved the CSR request and provided the CSR to the carrier’s email address.
  - Download the CSR by clicking the icon in the “CSR comp. date” column.
  - Click “Submit LSR” to submit a follow up LSR request.
- CSR Rejected – Logix has rejected the CSR with the reject explanation.
- LSR Submitted – Carrier submitted an LSR and the request is awaiting Logix approval.
  - The carrier has the option to (1) cancel the request or (2) change the DDD.
- FOC Approved – Logix has approved the LSR and responded with FOC approval to the carrier’s email address (*with a copy of the LSR*).
  - The carrier can change the DDD from the “Requests” page (*this will push the request back to Logix for approval of the new DDD*).
  - The carrier can also cancel the request from the “Requests” page.
- FOC Rejected – Logix has rejected the LSR and responded to the carrier’s email address with a copy of the LSR and the reject response.
- DDD Updated – The carrier has a new DDD date *after* receiving the initial FOC approval response.
  - Logix is prompted to review the new DDD and approve the request again.
- Completed – The request is over 30 days (see History tab).
- Vendor Canceled – Carriers can cancel requests at any time. Once cancelled, the request cannot be edited or changed. *If a request is canceled in error, a new request must be submitted to Logix.*

### III. SUBMITTING NEW REQUESTS:

- Click the “New Request / Submit LOA” button:



- Complete the “New Request” form (all fields are mandatory):

A screenshot of the "New Request" form. The form title is "New Request". Below the title, it displays "CSR Request Date: 03/12/19". The form contains several input fields: "Account Name" (empty), "ATN / ETN" (with the example "e.g. 8881113333"), and "Upload LOA ( PDF file with size less than 1MB )" with a "Choose File" button and "No file chosen" text. Below these is a dropdown menu with "I will submit an LSR now" selected. A green button labeled "CSR Request Only ( I will submit an LSR later) x" is visible. At the bottom, there are "Submit" and "Cancel" buttons.

- Enter the Logix Account Name (as listed on the customer’s Logix billing statement)
- Enter the BTN or other active/valid TN for the account
- Upload the LOA (file must be in **PDF** format **only**, & **1mb** in size **maximum**)
- Select the desired option: “*LSR now*” or “*CSR Only*”
- Click “Submit”:
  - to send a “*CSR Only*” request
  - or-
  - to open the form if the “*LSR now*” option was selected

**IMPORTANT:** As stated in the Logix Intervals and Requirements: requests are limited to **1 request/order per customer location at a time.**

- If there is an existing LSR submitted for a given location ID, **it must be: canceled, completed, or rejected before a new request can be submitted for that same location.**
  
- **Logix Port-Out Intervals and Requirements must be acknowledged prior to accessing the LNP form:**

**LOGIX PORT-OUT INTERVALS AND REQUIREMENTS**

- Hours of operation are Monday thru Friday 7:00 am to 4:00 pm. Requests received after 3:00 PM are processed the following business day.
- DDD: requested DDD must be a minimum of 4 business days from the current date (the date the order is considered received).
- LOGIX will only process 1 port request per location at a time. Multiple orders for the same location will be rejected. For customers with multiple locations, a separate port request must be submitted for each location.
- LSR response (in the form of FOC or Reject) is provided within 72 hours (4 business days from receipt of the request).
- FOC is valid for the requested/approved DDD. There is no 'grace period'. TNs will be disconnected on the approved DDD only after the port has been verified as having successfully completed. A sup must be submitted prior to the most recent DDD which was given FOC approval. \*\*\*If the TNs are not ported on the FOC'd DDD, a sup to push the date out must be submitted to avoid cancellation of the request. Cancellation will require a new PON and 4-Day port window.
- We cannot port disconnected TNs. A reactivation fee is required for the customer to reactivate services in order to process a new port.
- Status Requests must include the End User's Business Name, PON and BTN in the subject field of the email. PON only status inquires will not receive a response.

NPAC Concurrence: The winning carrier is responsible for pulling the telephone number(s) in NPAC by building the subscription once FOC is granted. Logix does not provide manual concurrence except for out-of-service conditions for first responders. The telephone number subscription must be created in NPAC or SOA to allow enough time for the 18-hour auto concurrence window to apply. Please build the subscriptions in SOA/NPAC far enough in advance to allow adequate clocking for the TN(s) to port on the desired date. Any subscriptions built prior to FOC being issued will be placed into conflict. If the winning carrier does not build the subscription in time for automatic concurrence, a sup can be submitted to push the date out accordingly. LOGIX DOES NOT PROVIDE MANUAL CONCURRENCE.

Logix.Disconnect@Logix.com & Port Out Hotline: 713-865-8285

- To open the LSR submittal form, *review and “Accept”* to acknowledge Logix Intervals and Requirements.

**IMPORTANT! AVOID UNNECESSARY REJECTIONS. READ THE LOGIX INTERVALS AND REQUIREMENTS PAGE CAREFULLY PRIOR TO SELECTING ACCEPT.**

#### IV. THE LOGIX LSR FORM:

- All fields are required (*with the exception of "Remarks" and "NBR QTY" fields*).
- A minimum of 1 valid TN (or a single range of TNs) is required.
- **Changes to the LSR are limited to two options: DDD change, and Cancellation only.**

Admin - Carrier Contact Info Section

PON <input type="text" value="TestPon"/>	Version <input type="text" value="3"/>	SUP <input type="text" value="3"/>	DDD <input type="text" value="1/9/19"/>
Carrier Name <input type="text" value="TestCarrierName"/>	NNSP <input type="text" value="3"/>	Port Type <input type="text" value="Partial"/>	Contact <input type="text" value="TestContact"/>
Email <input type="text" value="test@test.com"/>	NBR QTY <input type="text" value="13"/>	TEL NO <input type="text" value="1112223333"/>	

Remarks

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Account - Enduser Contact Info Section

ACT Name <input type="text" value="TestActName"/>	AUTH NM <input type="text" value="TestAuthNm"/>
Street Address <input type="text" value="TestStreet"/>	AUTH TN <input type="text" value="2223331111"/>
State <input type="text" value="Alaska"/>	Zip <input type="text" value="22333"/>

Single TN(S)	TN Ranges
QTY 1 <input type="text"/>	QTY 12 <input type="text"/>
Add TN <input type="text"/>	Add TN Range <input type="text"/>
+	-
	<input type="text"/>
+	+

222-333-4444

111-222-3333 - 3344

**\*\*\*IMPORTANT\*\*\***

**THERE ARE ONLY TWO CHANGES ALLOWED AFTER AN LSR IS SUBMITTED:**

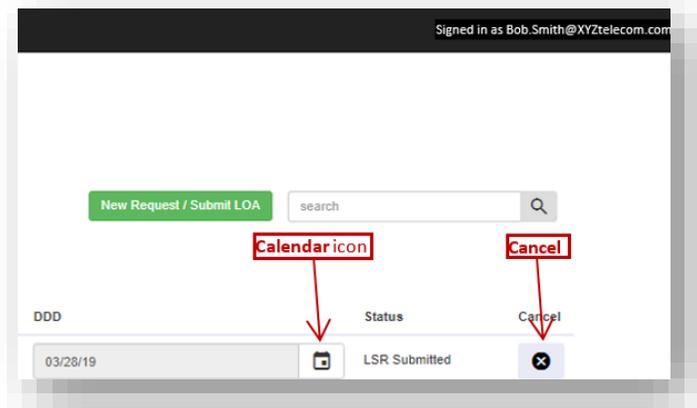
1. DDD updates (pushing out to a later date)
2. Cancellation of the request

**TO ADD OR REMOVE TNS FROM AN EXISTING REQUEST, YOU MUST:**

- CANCEL THE EXISTING REQUEST
- CREATE A NEW REQUEST (**DDD REQUIREMENT OF 4 BUSINESS DAYS APPLIES**)

## V. SUPPLEMENTAL CHANGES:

- The user can ONLY make the following (2) changes to the LSR content after submittal:
  - **DDD**: The selected date must be at least four business days from the current date.
  - **Cancelation** of the existing request.
- **DDD** changes are made from the “Last 30 days” homepage, by clicking the calendar icon in the DDD column:



### **IMPORTANT:**

- DDD selection is always 4 business days out from the current date. This applies to the original LSR submission.
- All supplemental DDD change requests can **only** be pushed **out** from the current date.
- The list of requested TNs cannot be adjusted after the request has been submitted. Adding or Removing numbers is not allowed, and will require a new request with a new DDD (a **minimum of 4 business days from the current date**).

### **EXPEDITE REQUESTS:**

- AN **EXPEDITE** IS A REQUEST THAT **DOES NOT MEET** THE STATED LOGIX **4 BUSINESS-DAY INTERVAL** (*REQUESTS REQUIRING A DDD OF 1 TO 3 BUSINESS DAYS FROM THE DATE OF SUBMISSION*).
  - EXPEDITE REQUESTS ARE MADE BY ENTERING THE FOLLOWING REQUIRED TEXT IN THE REMARKS FIELD: **“PLEASE EXPEDITE FOR xx/xx/xx”**
- DO NOT REQUEST AN EXPEDITE UNLESS THE REQUESTED DDD IS LESS THAN 4 BUSINESS DAYS FROM THE CURRENT DATE.
- KEEP IN MIND: EXPEDITES ARE REQUESTS. LOGIX RESERVES THE RIGHT TO DENY EXPEDITE REQUESTS.
- IF AN EXPEDITE REQUEST IS **APPROVED**, LOGIX WILL PROVIDE A **MANUAL EMAIL RESPONSE** CONFIRMING FOC FOR THE REQUESTED DDD.
- IF AN EXPEDITE REQUEST IS **DENIED**, LOGIX WILL PROVIDE A “REJECT REASON” DEFINING WHY THE REQUEST WAS NOT ACCEPTED.

## VI. LOGIX LSR/CSR INTERVALS AND REQUIREMENTS

### HOURS OF OPERATION:

- Monday thru Friday 7:00 am to 4:00 pm (*excluding Holidays*).
  - Requests received after 3:00 PM are considered “received” on the *next business day*.

### DDD:

- The requested DDD must be a **minimum** of 4 business days from the current date (the date the LSR is considered received).

### CUSTOMER LOCATION(S):

- LOGIX will only process 1 order per location at a time.
  - Multiple orders for the same location will be rejected.
  - For customers with multiple locations, a separate port request must be submitted for each location.

### REQUESTED TNS:

- Must be on the same location (see Customer Location above).

### LSR RESPONSE INTERVAL:

- LSR response (in the form of FOC or Reject) is provided within 72 business-hours (refer to Hours of Operations above).

### FOC:

- FOC is valid for the requested/approved DDD. Logix does not offer a stated “grace period”.
- If your port is not successfully completed on the requested date it may be canceled at Logix’ discretion (*canceled requests generate an email notification of cancellation from Logix*).
- Cancellation requires a new request with a new DDD (minimum interval of 4 business days applies).**

### PROCESSING:

- TNs will NOT be disconnected until the port is verified as successfully completed.
- If the TNs are not ported on the *approved* DDD, a sup to push the date out must be submitted to avoid cancellation.
- Cancellation requires submission of a new request with a new DDD (*minimum interval of 4 business days applies*).

### DISCONNECTED/INACTIVE NUMBERS CANNOT BE PORTED:

- The Logix Vendor Portal will only accept requests for Accounts or TNs that are active in the Logix inventory.
- Reactivation requires communication between the customer and their Logix Account Manager.

### STATUS REQUESTS:

- Status requests and/or requests for clarification can be made via email or voicemail
  - [Logix.Disconnect@Logix.com](mailto:Logix.Disconnect@Logix.com)
  - Logix Port Out Hotline: 713-865-8171
- Logix LNP team will respond to valid requests as quickly as possible via email or telephone.

## VII. CONCURRENCE:

### **LOGIX DOES NOT PROVIDE MANUAL CONCURRENCE**

**The winning carrier is responsible for pulling the approved telephone number(s) in NPAC by building the subscription once FOC is granted.**

- Logix does not provide manual concurrence except for out-of-service conditions for emergency service providers.
- The telephone number subscription must be created in NPAC or SOA to allow enough time for the 18 hour auto concurrence window to apply.
- Please build subscriptions in SOA/NPAC far enough in advance to allow adequate clocking for the TN(s) to port on the desired due date.
- Subscriptions built prior to FOC being issued *may* be placed into conflict at the discretion of Logix.
- If the winning carrier does not build the subscription in time for automatic concurrence, a sup can be submitted to push the date out accordingly.

### **LOGIX DOES NOT PROVIDE MANUAL CONCURRENCE**