CLEAR RATE

Clear Rate - Number Portability Process

Overview

- This process applies exclusively to telephone numbers associated with **SPID 672B**. Requests submitted for any other SPID will be rejected.
- All CSR requests and Local Service Requests (LSRs) must be submitted via email to:
  porting@clearrate.com
- Please **allow two (2) business days** for request processing.

Submission Requirements

- **Email Subject Line Format:** CSR or LSR – Customer Name – PON
- **Example:** CSR – Clear Rate – P2485564500
- Incomplete or incorrectly formatted requests may result in processing delays.

Porting and Order Handling

- On the day of installation, Clear Rate will verify Local Number Portability (LNP) status. NPAC will not be checked when removing translations.
- A Firm Order Commitment (FOC) is valid for 24 business hours.
- If the order is not completed within this timeframe, a supplement (SUP) will be required.
- Orders that are not processed or supplemented within 24 business hours of the FOC date will be automatically cancelled.

Standard Processing Hours

Normal Port Requests: Monday – Friday, 8:00 AM to 5:00 PM

Weekend Port Requests: May be accommodated if the order due date is scheduled for the preceding Friday.

Escalations and Support

Service Delivery (Escalations & 911 Requests): 877-877-1909

Network Operations Center (Repair Issues): 877-877-1250

Customer Returns (Snapbacks)

- Clear Rate does not process snapback requests.
- Customers are responsible for ensuring that all coordination and porting arrangements are properly completed prior to initiating a return.