

TRADING PARTNER PROFILE
Catskills Communications, Inc. (SPID 360H)

Catskills Communications, Inc.	
Wireless or Wireline	Wireline
Carrier Type:	CLEC
NPAC Service Provider ID (SPID)	OCN/SPID: 360H ACNA: KIL

OPERATING HOURS	
Weekday hours:	Monday-Friday 8:30am to 4:30pm (EST)
Weekend hours:	No Requests/Responses
Holidays	Requests will not be processed on the following dates: All honored days for the following holidays: New Year's Eve and Day, Martin Luther King Day, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, and Christmas Eve and Day.

GENERAL COMMUNICATIONS	
Company Address	PO Box 260, Margaretville, NY 12455-0260
Carrier Billing Contact	Accounting Department
All other Matters	Attn: Regulatory Manager

CUSTOMER SERVICE REQUESTS	
CSR Contact	Customer Service
CSR Contact Number	Phone: 845-586-2288
Is CSR (Customer Service Request)/ Address Verification available?	CSR available with signed LOA unless otherwise provided for under contract
Required CSR format	Name and phone number. Password required if existing on account.
Where to send CSRs (If provided for under contract)	mtc@catskill.net
Customer LOA	Required with each request unless requesting carrier has a contract that provides for CSR requests.

LOCAL SERVICE REQUESTS	
LSR Contact	Customer Service
LSR Contact Number	Phone: 845-586-2288
Where to send LSR	mtc@catskill.net
LSR Version ID / format	None. Any form that provides required fields will be accepted
Standard Interval Non-simple ports: Simple ports:	Note: Day (0) is submit day. (If submitted before noon EST) 4 business days 24-hour porting guidelines.
NPAC Concurrence:	No concurrence – NNSP writes SV within timers
Expedited LSR	
Expedited LSR accepted?	Yes. \$65.00 unless otherwise provided for in contract
Criteria/Policy:	Yes – with EXP field set to “Y” Comments must indicated expedite charges are accepted before Company will proceed with porting. Expedite acceptance not guaranteed.
Order Completion	
Translations completed schedule (TN removed from the switch)	Line is shut down following port confirmation but no later than 2 days after the due date.
Cancellation Procedures	
Cut off for cancellations (Sup 1)	Cancellation requests accepted until 9:00pm on due date.
Order Cancellation Contact	Email: mtc@catskills.net Recommended to call Phone: 845-586-2288 to avoid service disruption.
Missed Appointments	Orders will be ported per the FOC. Missed appointments must be resolved via service order and the issuance of a new LSR.

ESCALATION OR NON STANDARD REQUESTS: Call 845-586-2288 and request supervisor

TRADING PARTNER PROFILE
Catskills Communications, Inc. (SPID 360H)

SERVICE ORDER DETAIL	
Simple Port Validation	Requires industry standard simple port fields. Additional fields on simple ports will not be validated.
All other Validation (non-simple ports)	<ul style="list-style-type: none"> • Simple port fields • Authorization name • End user name • Service address • Comments indicating handling of additional services

ADDITIONAL COMPANY INFORMATION	
Directory listings	ERL field cannot be "Y" – all listings deleted by Company
Lines on Account not porting	Dispensation of all lines not porting to be addressed in comments
Advanced Services	Advanced services will be terminated at time of voice service removal unless end user contacts us to make arrangements for service retention at applicable rates.