

Network Manager

Port Protection Management

August 2024



Port Protection Management

Verizon has implemented an enhanced process to help safeguard your toll-free numbers from unauthorized port requests to move your numbers to another provider. Customers can now manage port protection on their toll-free numbers in Network Manager.

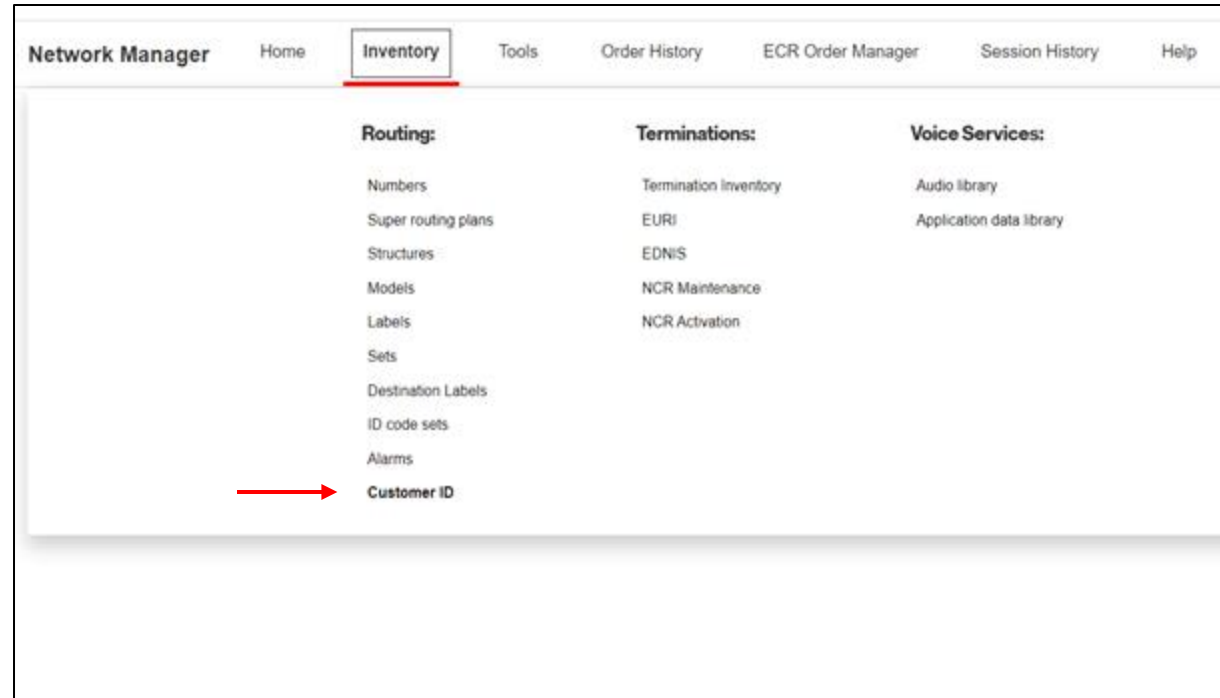
- Only available to Retail and Public Sector customers.
- Only applicable to numbers that have VZM01 as the responsible organization (resporg).
- Can protect on the Customer ID (Corporate ID or Service Instance ID) level to protect all numbers or on the individual toll-free number level.
- Once the port blocks are in place, a toll-free port out request from another provider will not be executed by Verizon unless the port protection status is removed on that number in Network Manager.
- Available to users who have the Number Administration Allowed permission in Network Manager.

Manage Port Protection on your Customer ID

Port protection can be managed at the Customer ID level or on individual toll-free numbers. Follow the steps to manage on a Customer ID level. For all toll free numbers set to Default to Customer ID, protecting at this level would protect all numbers and unprotecting would allow your numbers under that Customer ID to be ported to another carrier if requested.

Once logged into Network Manager

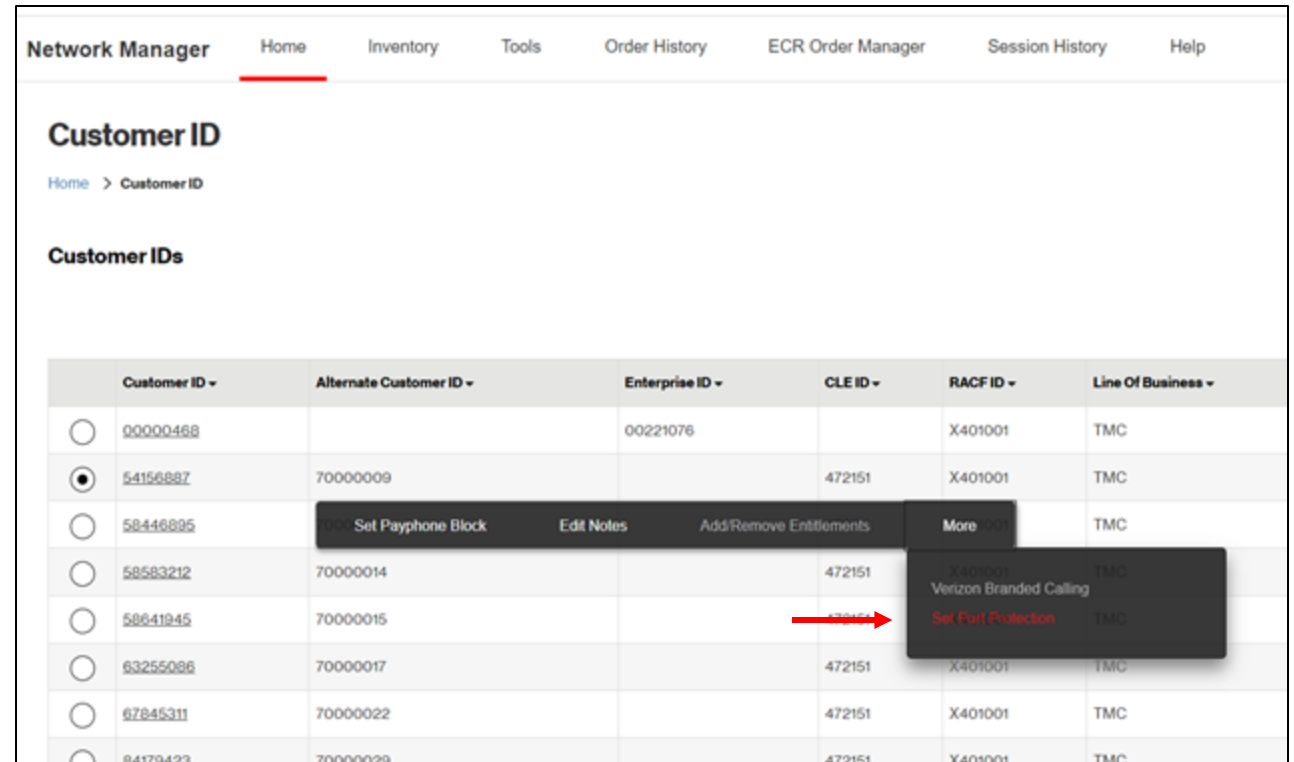
1. Navigate to Inventory/Customer IDs.



Manage Port Protection on your Customer ID

On the Customer IDs Inventory screen

- 2. Select the Radio Button of the ID you want to manage port protection on.
- 3. Select More/Set Port Protection.



Manage Port Protection on your Customer ID

The Port Protection screen displays the current port protection status of the Customer ID. All of the toll-free numbers that are set to use Customer ID as Default will be protected or not protected based on this setting.

In the Customer section

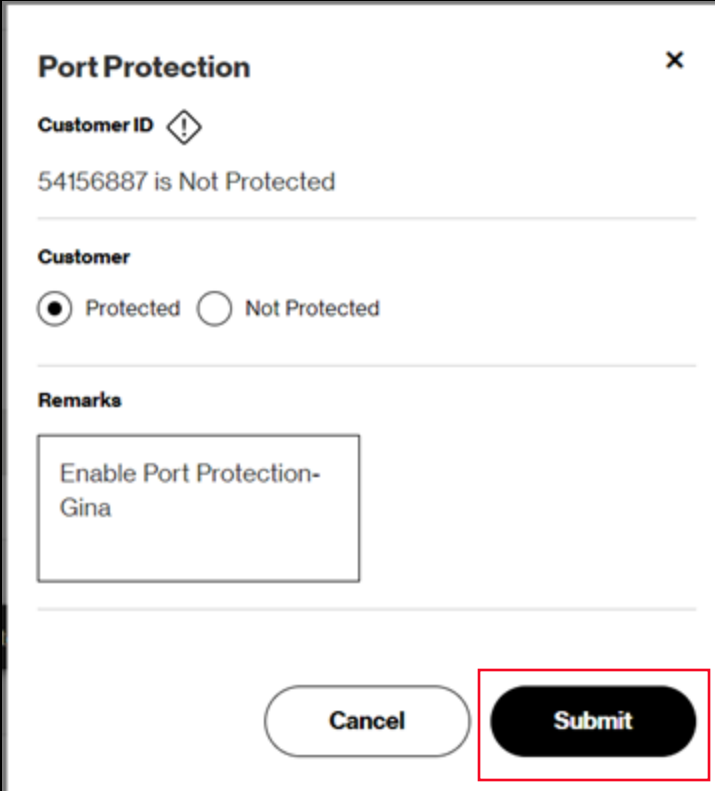
4. Select Protected to protect all toll-free numbers under this Customer ID.

-or-

Select Not-Protected to remove port protection from all of the toll-free numbers under this Customer ID.

5. Type in Remarks to save with the order if desired.

6. Click Submit.

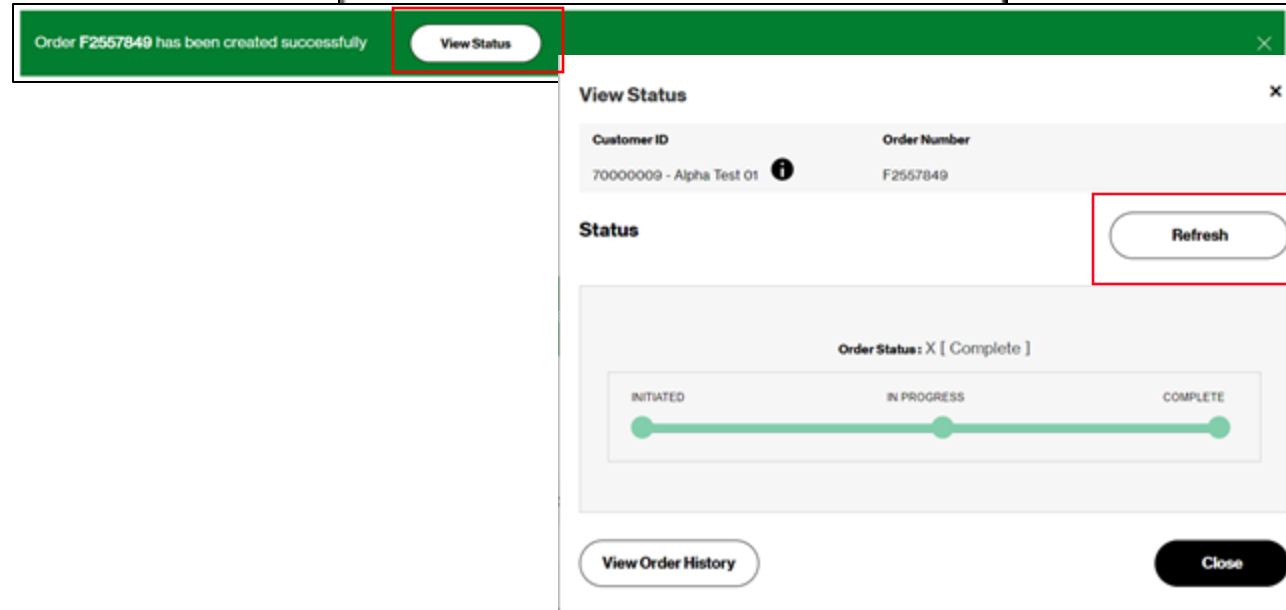
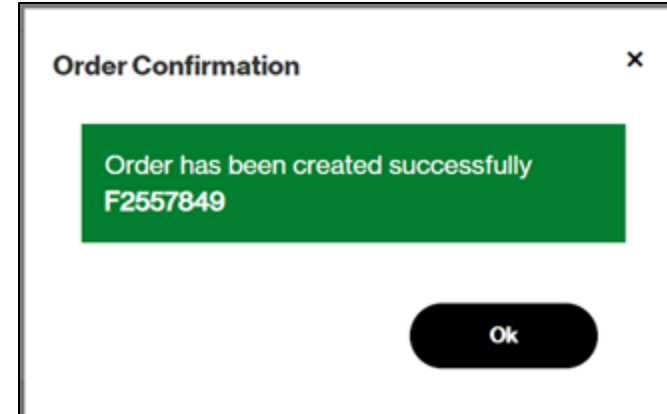


The screenshot shows a 'Port Protection' dialog box with a close button (X) in the top right corner. The 'Customer ID' field is labeled with a warning icon and shows '54156887 is Not Protected'. Below this, the 'Customer' section has two radio buttons: 'Protected' (which is selected) and 'Not Protected'. The 'Remarks' section contains a text box with the text 'Enable Port Protection-Gina'. At the bottom right, there are two buttons: 'Cancel' and 'Submit', with the 'Submit' button highlighted by a red border.

Manage Port Protection on your Customer ID

The Order Confirmation Displays.

7. Click Ok to return to the Customer ID Inventory
8. Click View Status on the Order dialog.
9. Click Refresh on the View Status screen until the order status completes.

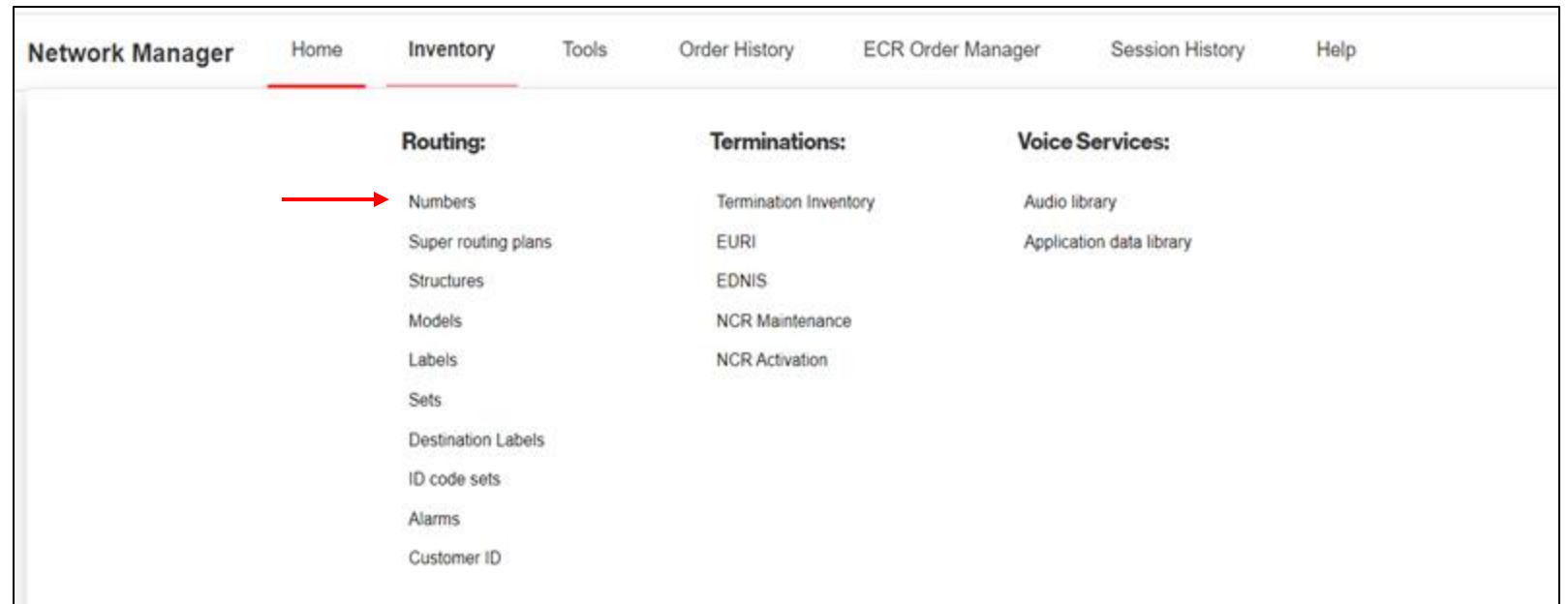


Port Protect Your Individual Toll Free Numbers

Toll-free numbers will default to the Customer ID level settings but can also be managed on an individual toll-free number. Managing port protection at the number level allows you to unprotect if you need to port away a number or to only enable protection on your more important numbers without impacting other numbers.

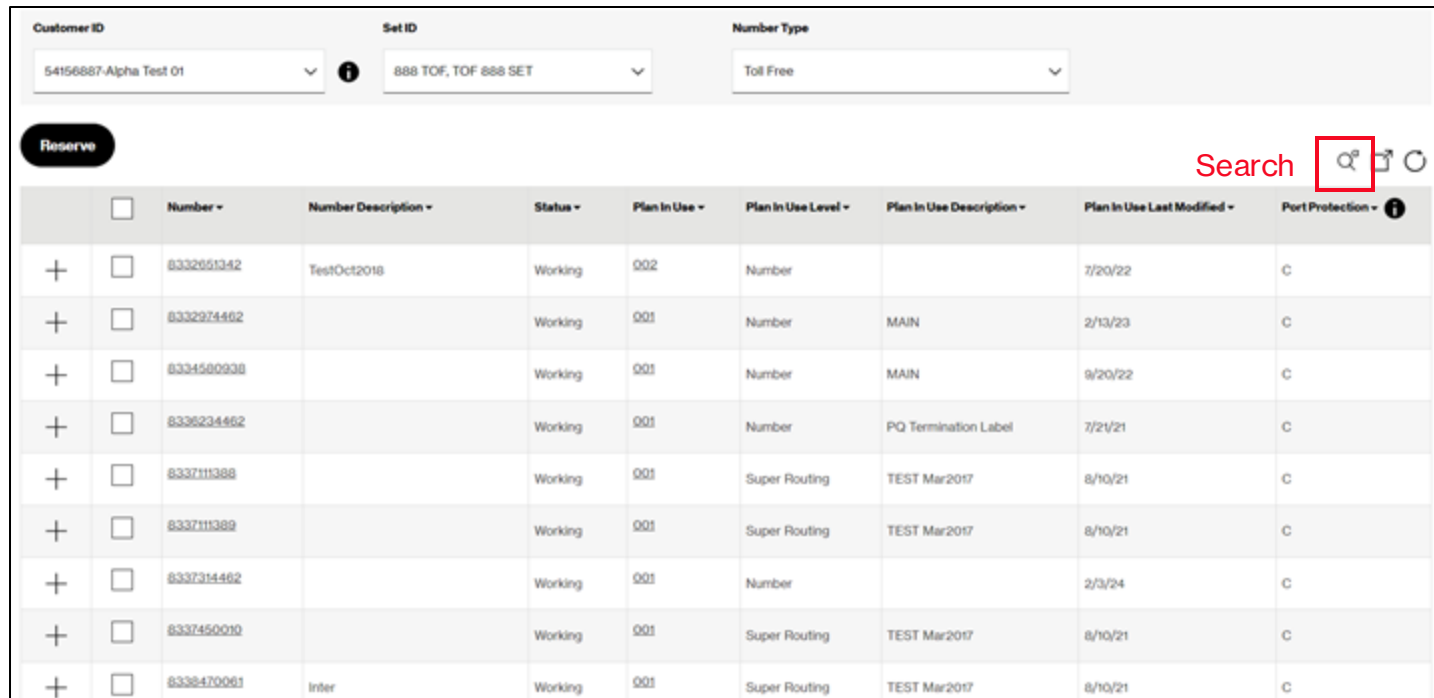
Follow these steps to manage port protection on a toll-free number once logged into Network Manager.

1. Navigate to Inventory/Numbers.



Port Protect Your Individual Toll Free Numbers

2. Select your Customer ID from the drop down.
3. Locate the number in your inventory using the Search feature if necessary.



The screenshot displays a web interface for managing toll-free numbers. At the top, there are three dropdown menus: 'Customer ID' (54156887-Alpha Test 01), 'Set ID' (888 TOF, TOF 888 SET), and 'Number Type' (Toll Free). Below these is a 'Reserve' button and a search bar with a magnifying glass icon. The main part of the interface is a table with columns for Number, Number Description, Status, Plan in Use, Plan in Use Level, Plan in Use Description, Plan in Use Last Modified, and Port Protection. A red box highlights the search icon in the top right corner of the table area.

	<input type="checkbox"/>	Number	Number Description	Status	Plan in Use	Plan in Use Level	Plan in Use Description	Plan in Use Last Modified	Port Protection
+	<input type="checkbox"/>	8332651342	TestOct2018	Working	002	Number		7/20/22	C
+	<input type="checkbox"/>	8332974462		Working	001	Number	MAIN	2/13/23	C
+	<input type="checkbox"/>	8334580938		Working	001	Number	MAIN	9/20/22	C
+	<input type="checkbox"/>	8336234462		Working	001	Number	PQ Termination Label	7/21/21	C
+	<input type="checkbox"/>	833711388		Working	001	Super Routing	TEST Mar2017	8/10/21	C
+	<input type="checkbox"/>	833711389		Working	001	Super Routing	TEST Mar2017	8/10/21	C
+	<input type="checkbox"/>	8337314462		Working	001	Number		2/3/24	C
+	<input type="checkbox"/>	8337450010		Working	001	Super Routing	TEST Mar2017	8/10/21	C
+	<input type="checkbox"/>	8338470061	Inter	Working	001	Super Routing	TEST Mar2017	8/10/21	C

Port Protect Your Individual Toll Free Numbers

4. Select the Number Check Box/More/Set Port Protection.

	<input type="checkbox"/>	Number ▾	Number Description ▾	Status ▾	Plan In Use ▾	Plan In Use Level ▾	Plan In Use Description ▾	Plan In Use Last Modified ▾	Port Protection ▾ ⓘ
+	<input checked="" type="checkbox"/>	8332851342	TestOct2018	Working	002	Number		7/20/22	C
+	<input type="checkbox"/>	8332974462					MAIN	2/13/23	C
+	<input type="checkbox"/>	8334580938		Working	001	N		9/20/22	C
+	<input type="checkbox"/>	8336234462		Working	001	N		7/21/21	C
+	<input type="checkbox"/>	833711388		Working	001	S		8/10/21	C
+	<input type="checkbox"/>	833711389		Working	001	S		8/10/21	C
+	<input type="checkbox"/>	8337314462		Working	001	N		2/3/24	C
+	<input type="checkbox"/>	8337450010		Working	001	S		8/10/21	C

Create Routing Plan View Plans Quick Changes More

- Implement
- Show EDNIS
- Show EURI
- Show International ITFS/UIFN Numbers
- Show Sets
- Show NCR Activation
- Create EVS Number
- Set Payphone Block
- Set Port Protection**
- View/Edit Number Description
- View/Edit Supp Code Values
- Customer Swap

Port Protect Your Individual Toll Free Numbers

The Port Protection Dialog displays with the current status of the toll free number. Numbers will default to the Customer ID level settings unless changed at the number level.

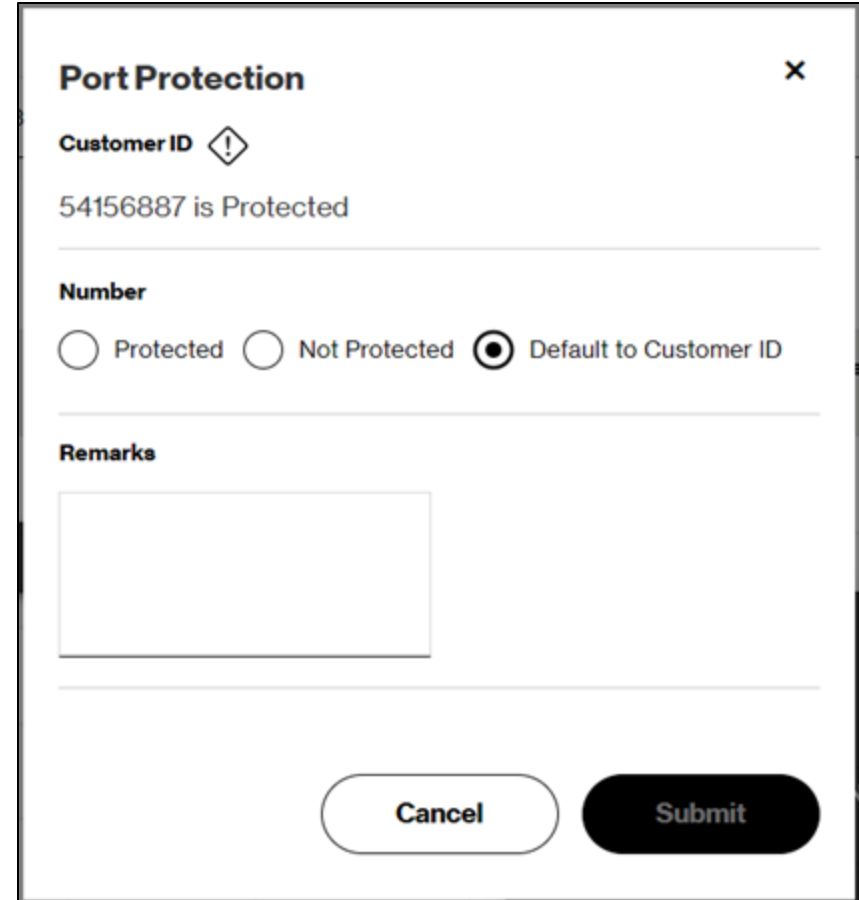
5. Select Protected to protect the selected toll free number.

-or-

Select Not-Protected to remove port protection from the selected toll free number.

-or-

Select Default to Customer ID to have the number default to the Customer ID level port protection status.




The screenshot shows a dialog box titled "Port Protection" with a close button (X) in the top right corner. Below the title, it displays "Customer ID" with a diamond icon containing an exclamation mark. The text "54156887 is Protected" is shown below. Under the "Number" section, there are three radio button options: "Protected", "Not Protected", and "Default to Customer ID", with the latter being selected. A "Remarks" section with a text input field is located below the radio buttons. At the bottom of the dialog, there are two buttons: "Cancel" and "Submit".

Port Protect Your Individual Toll Free Numbers

6. Type in Remarks to save with the order if desired.
7. Click Submit.

Port Protection ×

Customer ID 
54156887 is Protected

Number

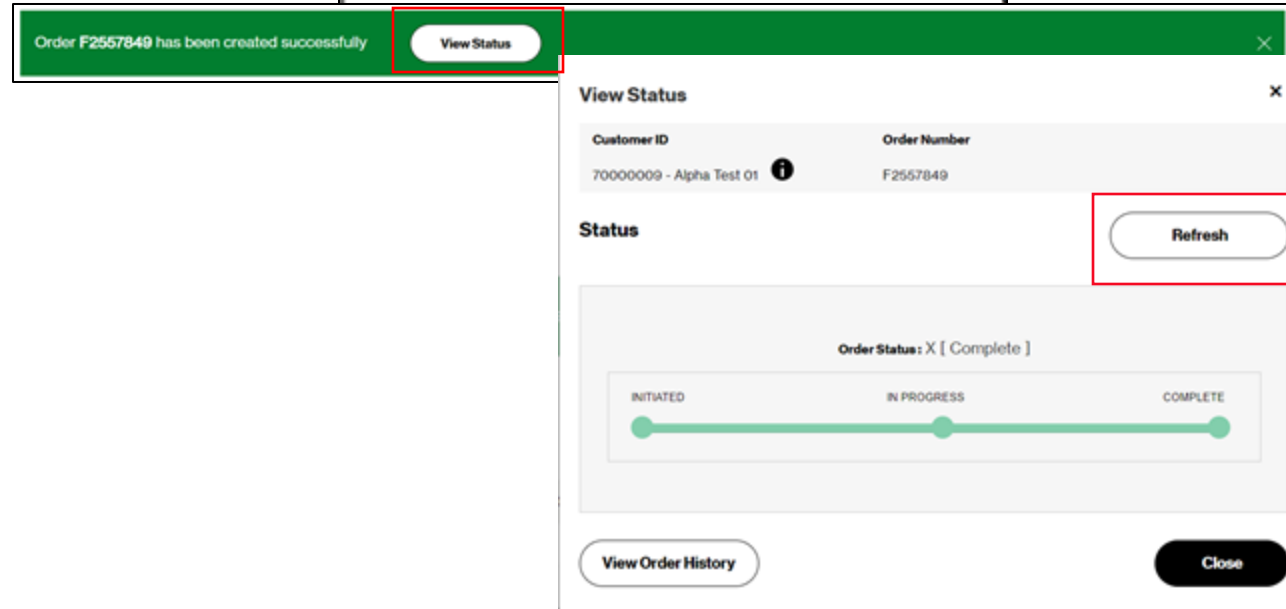
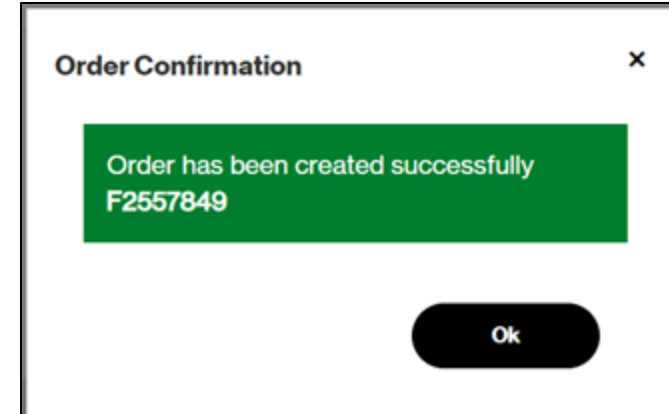
Protected Not Protected Default to Customer ID

Remarks

Port Protect Your Individual Toll Free Numbers

The Order Confirmation Displays.

7. Click Ok to return to the Customer ID Inventory
8. Click View Status on the Order dialog.
9. Click Refresh on the View Status screen until the order status completes.



View Port Protection Status on Number(s)

The following statuses display in the Port Protected column on the Number Inventory screen:

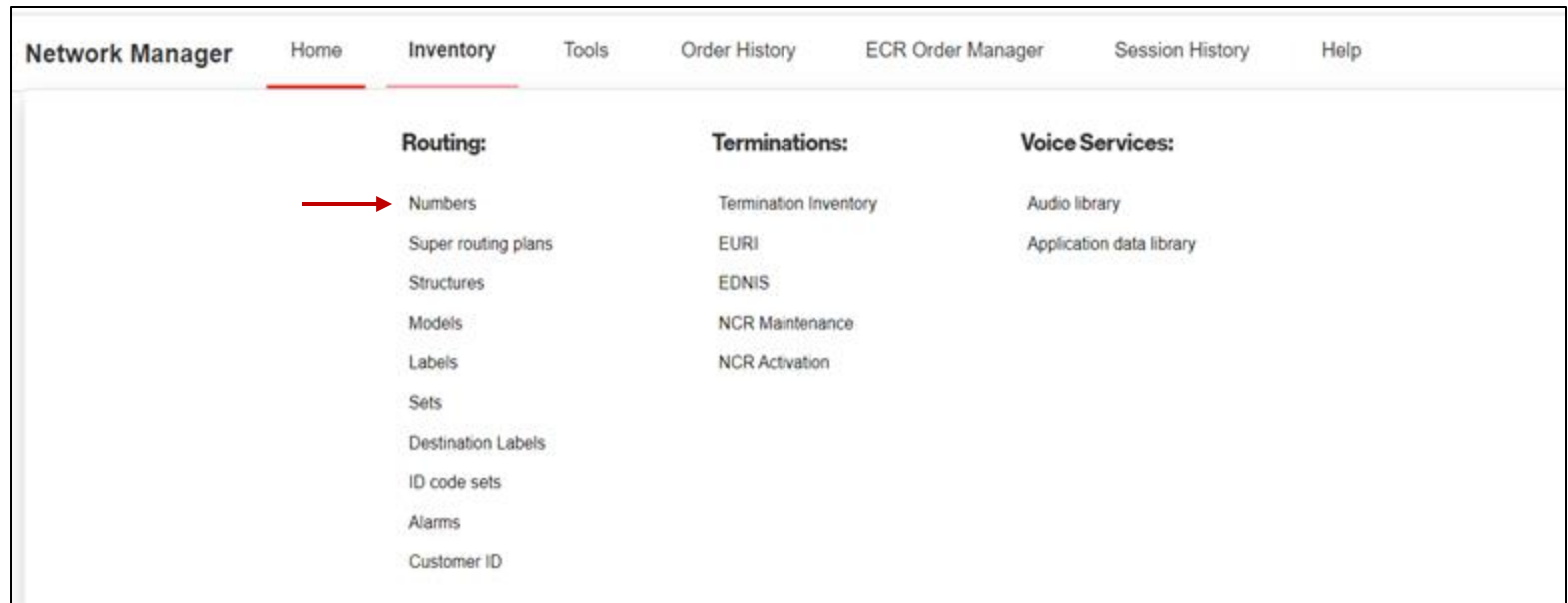
C-Customer ID Default

N-Not Protected on the Number Level

P-Protected on the Number Level

Follow these steps to view and export your number inventory

1. Navigate to Inventory/Numbers.



View Port Protection Status on Number(s)

2. Select your Customer ID from the Drop Down List.
3. Your number inventory displays with the Port Protection status as a column.
4. Click Search to locate a specific number
5. Use Export to export the number inventory as a .csv file

Reserve

Export
Search 🔍 ↗️ ↻ **Refresh**

	<input type="checkbox"/>	Number ▾	Number Description ▾	Status ▾	Plan In Use ▾	Plan In Use Level ▾	Plan In Use Description ▾	Plan In Use Last Modified ▾	Port Protection ▾ ⓘ
+	<input type="checkbox"/>	8332651342	TestOct2018	Working	002	Number		7/20/22	
+	<input type="checkbox"/>	8332974462		Working	001 →	Number	MAIN	2/13/23	C
+	<input type="checkbox"/>	8334580938		Working	001	Number	MAIN	9/20/22	C
+	<input type="checkbox"/>	8336234462		Working	001	Number	PQ Termination Label	7/21/21	C
+	<input type="checkbox"/>	8337111388		Working	001	Super Routing	TEST Mar2017	8/10/21	C
+	<input type="checkbox"/>	8337111389		Working	001	Super Routing	TEST Mar2017	8/10/21	C

C - Customer ID Default
 N - Not Protected
 P - Protected