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 VZMO1 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.
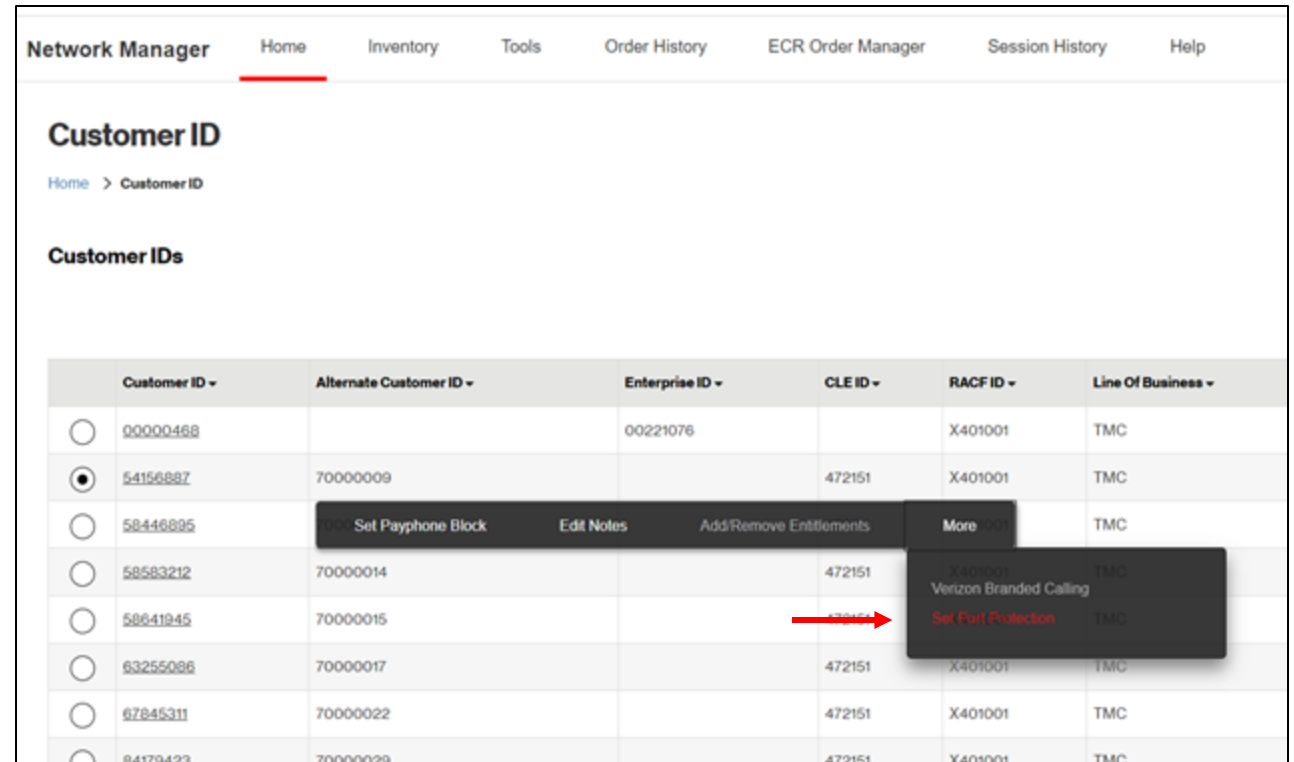
Once logged into Network Manager

1. Navigate to Inventory/Customer IDs.
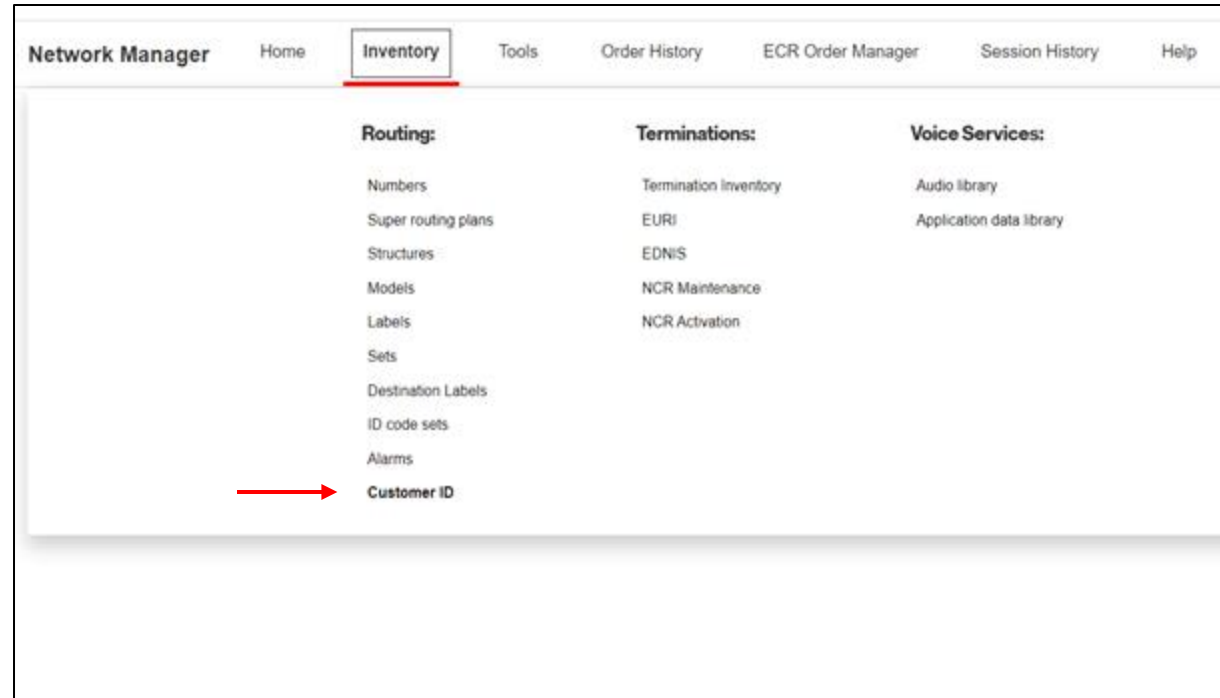
Manage Port Protection on your Customer ID

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.**

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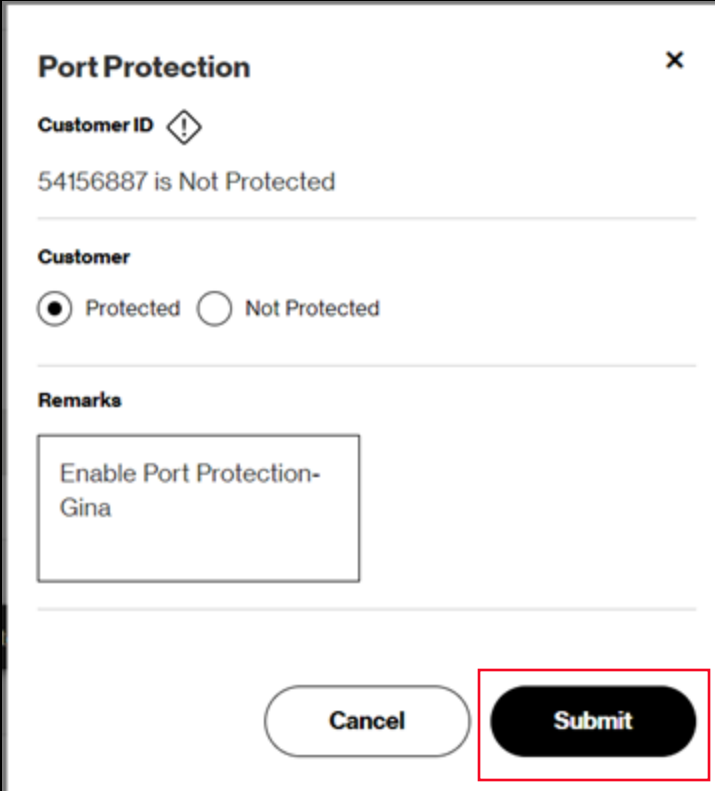
4. Select Protected to protect all toll-free numbers under this Customer ID.

                                    -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.

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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.**
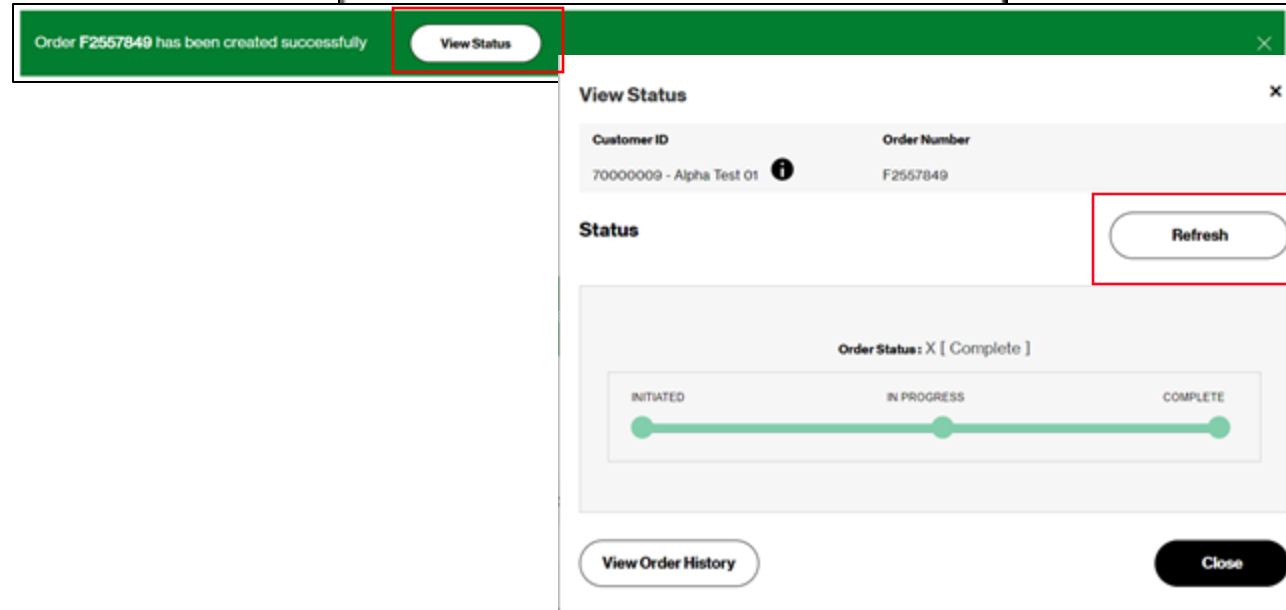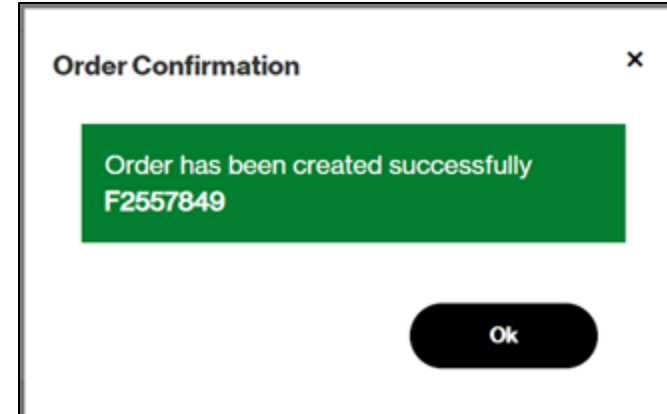
Port Protect Your Individual Toll Free Numbers

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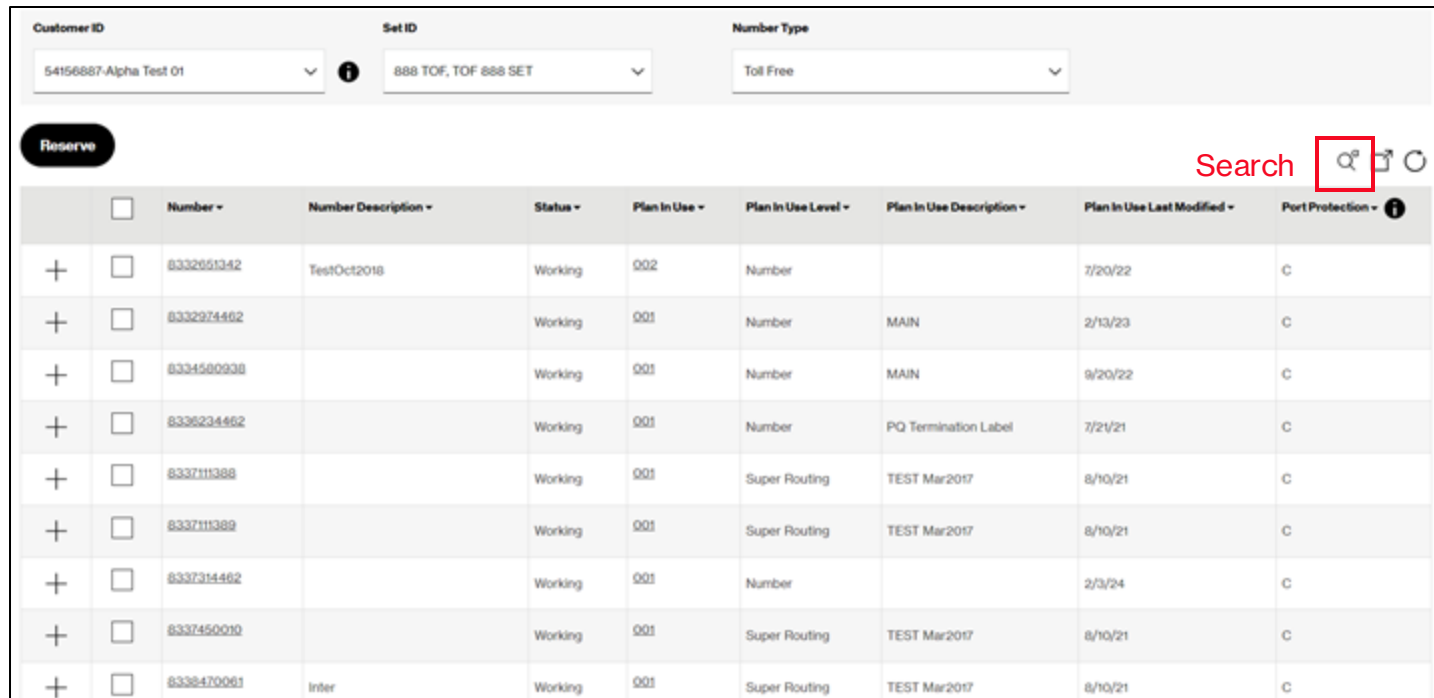
Follow these steps to manage port protection on a toll-free number once logged into Network Manager.

1. **Navigate to Inventory/Numbers.**
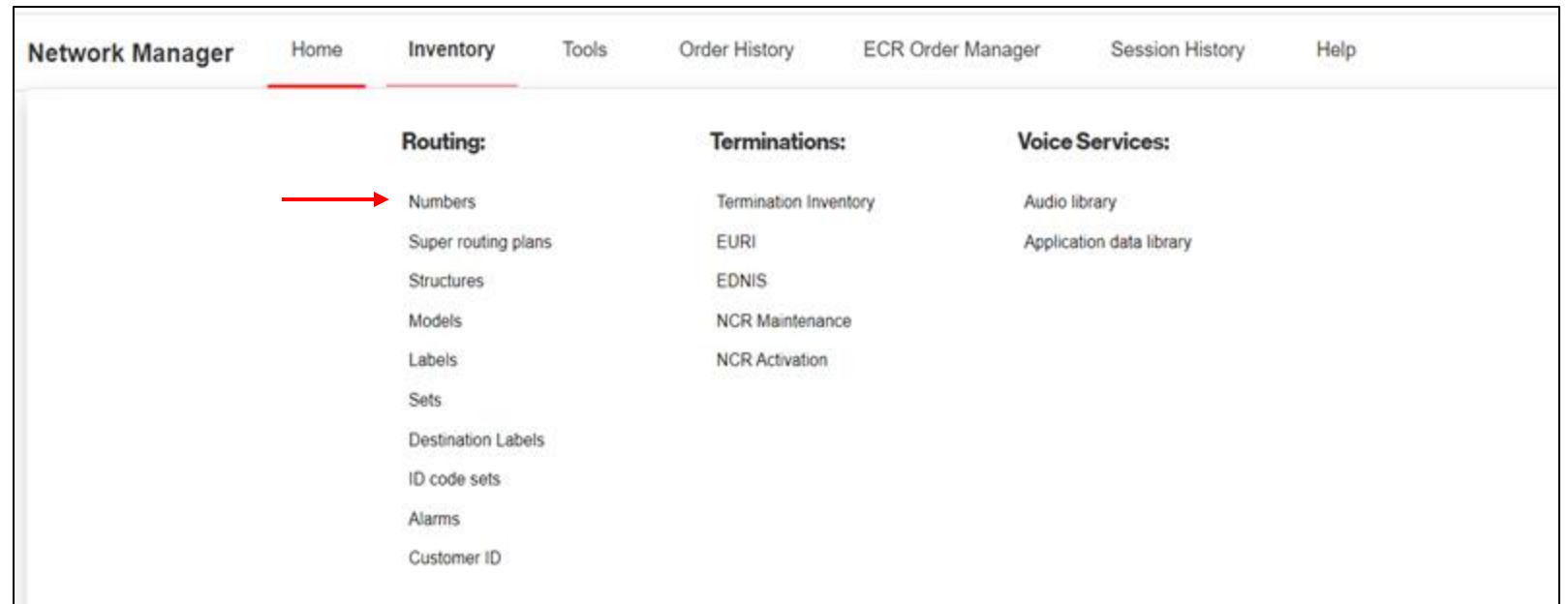
Port Protect Your Individual Toll Free Numbers

2. **Select your Customer ID from the drop down.**

3. **Locate the number in your inventory using the Search feature if necessary.**

Port Protect Your Individual Toll Free Numbers

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

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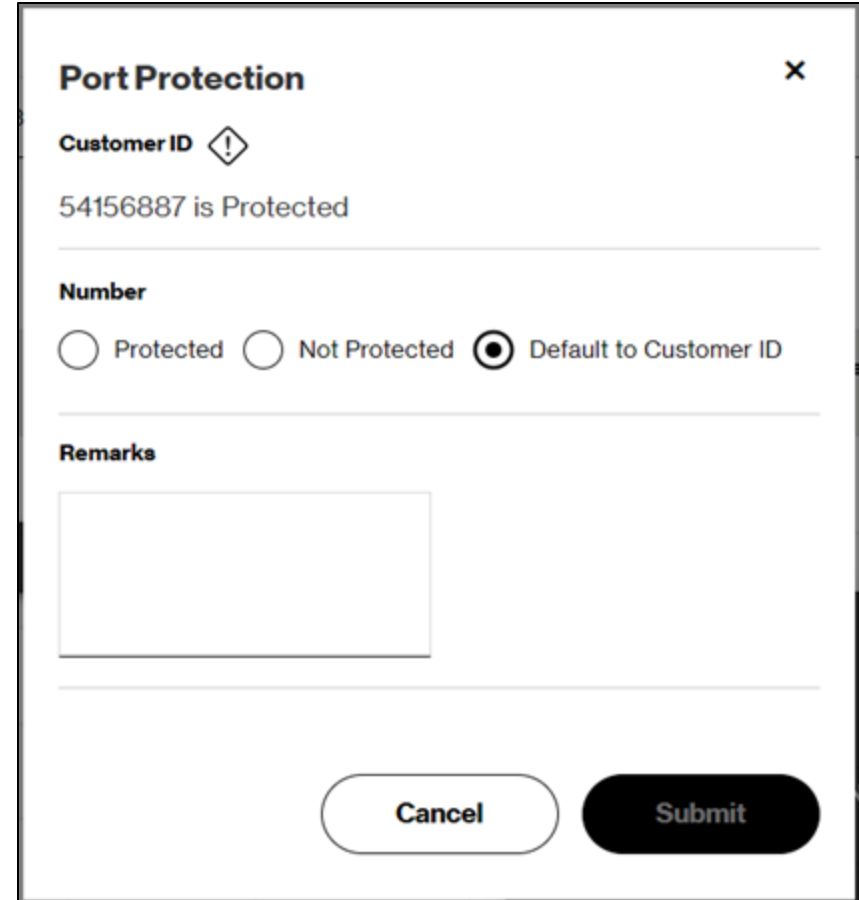
5. Select Protected to protect the selected toll free number.

-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.

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Port Protect Your Individual Toll Free Numbers

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

Port Protection   ✕
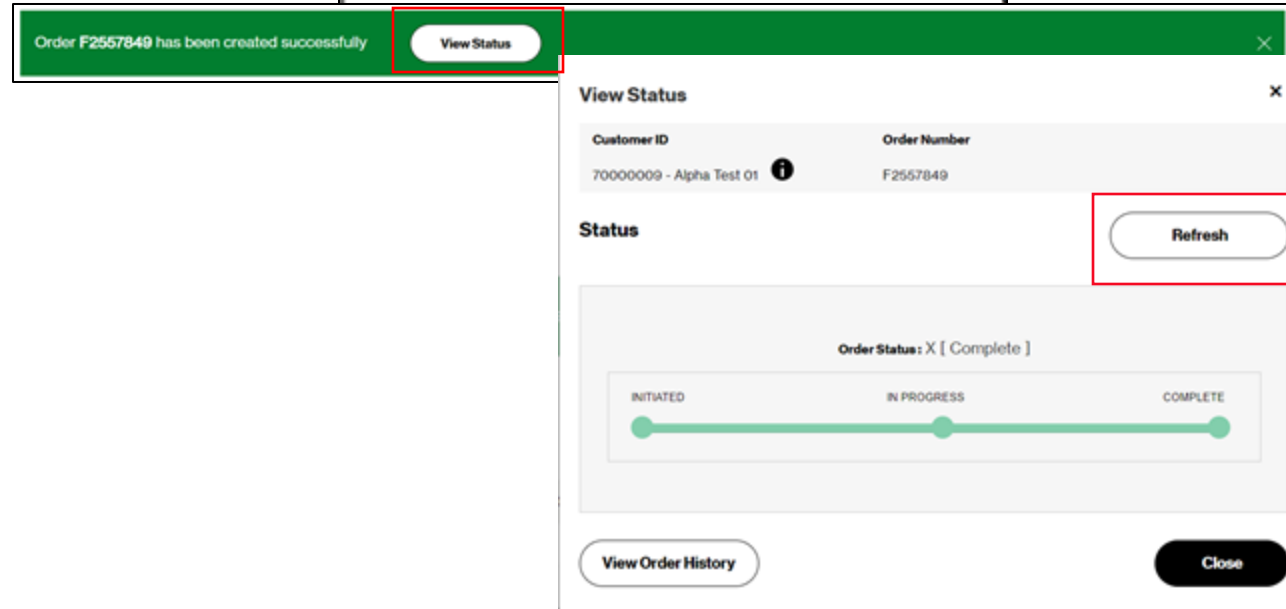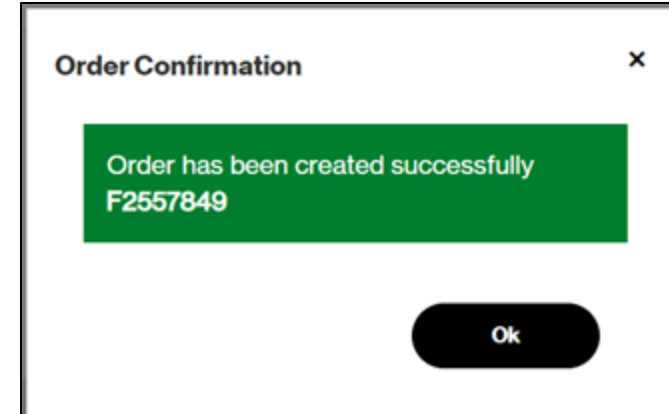
Customer ID ⚠

54156887 is Protected

Number

◯ Protected   ⦿ Not Protected   ◯ Default to Customer ID

Remarks

| Gina |

(Cancel)   (**Submit**)

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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)

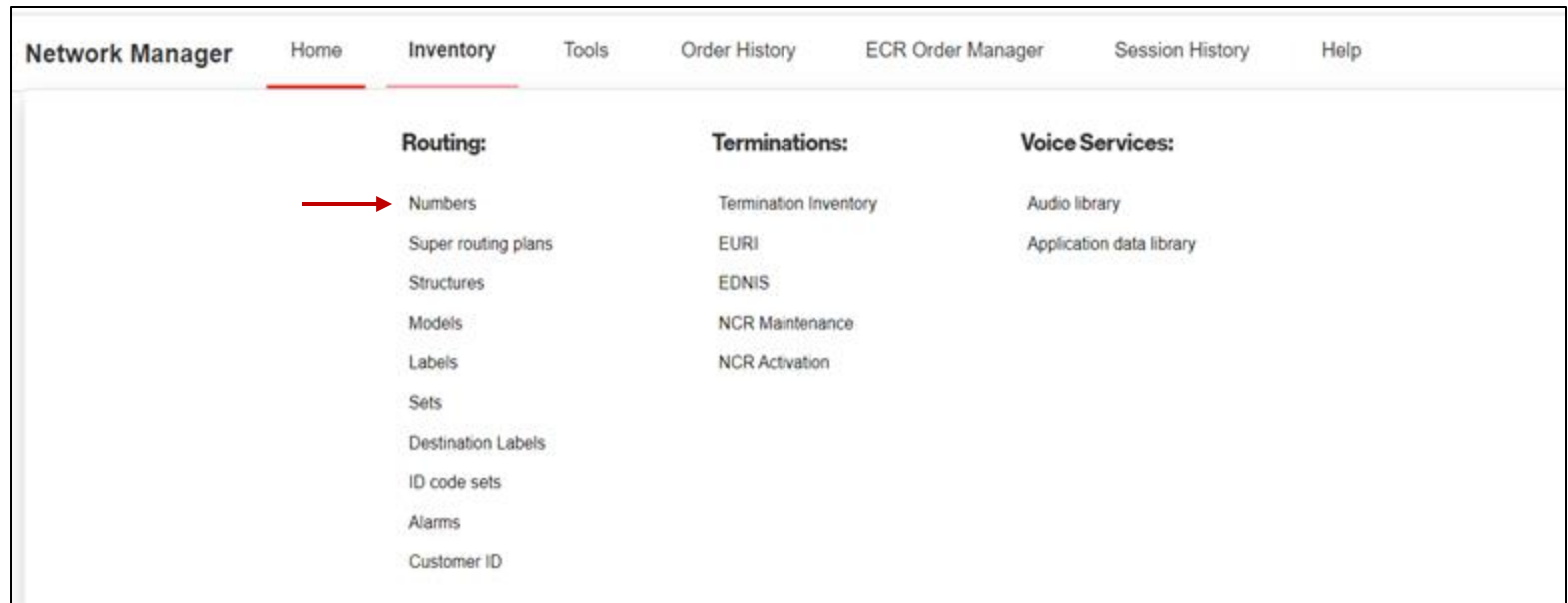**The following statuses display in the Port Protected column on the Number Inventory screen:**

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**