Clear Rate Communications Number Portability Process

This process is only for Telephone Numbers on SPID 672B. All other requests will be rejected.

1. Submit CSR Requests and LSRs to porting@clearrate.com. Please allow 2 business days to complete your request.
    a. Email request format: **CSR or LSR – Customer Name – PON**
        i. EXAMPLE: CSR – Clear Rate – P2485564500

2. On the day of install, we do not check NPAC when removing translations, but we will check LNP. The FOC will be good for 24 business hours and will require a SUP after this point. Orders not processed or that have not received a supplement request will be cancelled 24 business hours after FOC date.

3. Escalations:
    1. Provisioning Coordination Center (PCC) @ 877-877-1909
    2. Network Operations @ 877-877-1250

4. Normal port requests will be processed Monday – Friday 8:00 AM to 5:00 PM. Clear Rate will allow for a weekend port request if the order is due dated for the Friday before.

5. All Repair issues can be directed to our Network Operations Team @ 877-877-1250

6. All 911 requests or questions can be directed to Network Operations @ 877-877-1250.

7. Process for customer returns (aka snapbacks) - Please ensure all coordination work is done properly. Clear Rate does not process snapback requests.