

TRADING PARTNER PROFILE
TV Services (SPID 419E)

TV Services	
Company Name	TV Services PO Box 1410, 2742 Hwy 550 E. Hindman, KY 41822
Wireless or Wireline	Wireline
Carrier Type:	CLEC
NPAC Service Provider ID (SPID)	419E

OPERATING HOURS	
Weekday hours:	8:00 to 4:30 EST
Weekend hours:	No Requests/Responses
Holidays	Requests will not be processed on these dates: New Year's Day, Memorial Day, 4 th of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day

BILLING	
Where to send Carrier Invoices	TV Services PO Box 1410, 2742 Hwy 550 E. Hindman, KY 41822
Carrier Billing Contact	Loretta Watts 606-785-9500

CUSTOMER SERVICE REQUESTS	
CSR Contact	Customer Service
CSR Contact Number	Fax 606-785-3110
Is CSR (Customer Service Request)/ Address Verification available?	Yes
Submission of CSR requests	
Required CSR format:	No specific format
Customer LOA	Required with each request unless requesting carrier has a contract that provides for CSR requests.

LOCAL SERVICE REQUESTS	
Primary Contact Name	Customer Service
Phone number	606-785-2400 (follow prompts)
First Level Escalation	None
Phone Number	None
Where to send Residential LSRs	Fax 606-785-3110
Where to send Commercial LSRs	Fax 606-785-3110
LSR Version ID / format	None. Any form that provides required fields will be accepted
Standard Interval	Note: Day (0) is submit day. (If submitted before 1pm EST.)
Non-simple ports:	3 business days
Simple ports:	24-hour porting guidelines.
NPAC Concurrence:	ONSP creates release subscriptions upon validated LSR's.
Expedited LSR	
Expedited LSRs accepted?	Yes – subject to availability
Criteria/Policy:	Yes – with EXP field set to “Y” Comments must indicated expedite charges are accepted
Charge?	Yes. \$50
Order Completion	
When is translations completed (TN removed from the switch) as the OSP (Old Service Provider)?	Line is shut down promptly day after FOC due date. (If FOC date is a Friday, line will be shut down on next business day). No validation of ported service.

Cancellation Procedures	
As the OSP, do you accept a cancellation (Sup 1) on the due date?	Cancellation requests accepted until 9:00pm on DDD.
Order Cancellation Contact	Fax 606-785-3110 Recommended to call 606-785-2400 to avoid service disruption
Missed Appointments	Service orders will be completed as requested absent a supplement.

SERVICE ORDER DETAIL	
Simple Port Validation	Requires industry standard simple port fields Additional fields on simple ports eligible orders 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
Company-specific requirements	ERL field cannot be "Y" – all listings deleted Dispensation of all services and lines not porting to be addressed in comments.