

First Communications Carrier Portal

Overview

First Communications' Carrier Portal allows local carriers to communicate efficiently with First Communications for CSR Requests and Port Out Requests. Each carrier must register with First Communications to use the Portal.

Registration

Registration for First Communications Carrier Portal requires two steps.

1. Fill out the Trading Partner Profile
2. Set up a SuperUser for your company.

Each Trading partner should register only once.

Trading Partner Profile	Notes
Company Name	The trading partner's legal name
Wireless	Indicate whether your company provides wireless service.
Wireline	Indicate whether your company provides wireline service.
Port Contact Center	Provide the name of the business unit in your company responsible for port activity.
Primary Contact	Provide the primary contact in your company responsible for port activity.
Title	Provide the title of the primary contact.
Phone Number (for Carrier Support)	Provide the telephone number First Communications can use for support.
Repair Number (for FCL use only - not end users)	Provide the telephone number First Communications can use for repair issues.
Repair Number (for Customer calls)	Provide the repair number to which First Communications should refer or transfer customer calls.
Fax Number	Provide the fax number First Communications should use for port activity.
E-mail Address	Provide the e-mail address First Communications should use for port activity.
Website	The trading partner's website.
I wish to be able to place orders for	Select the First Communications company or companies from whom you will be requesting ports.
SPIDS/OCNS	Add the Trading Partner's active SPID(s).

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Acceptable Use Policy

Read and agree to the Acceptable use policy for each First Communications company from whom you will be requesting CSRs or Ports.

SuperUser

Enter the information for the Trading Partner's SuperUser. A Superuser is a login with authority to create, view and administer other logins, including other users with administrative access. A Superuser may also reset passwords.

Super User	
Name	Enter the Superuser's first and last name
Title	Enter the Superuser's title
Phone	Enter the Superuser's telephone number, including extension if applicable.
E-mail Address	Enter the Superuser's e-mail address. The Superuser will receive an e-mail at this address informing them of the randomly assigned password which can be used to access the portal.
Login	Enter the Superuser's preferred login. Unique logins are enforced.

Assistance

Assistance is available during First Communications normal business hours. The contact list below is for assistance with registration and administration, such as adding users. The contact list below should not be used for issues with Port and CSR requests.

First Communications Portal IT Support Hours of Operation: 8:00 am - 5:00 pm ET, Monday - Friday	
1st POC	First Communications Customer Care (Care representative will open a help desk ticket) 1 800 860 2934
2nd POC	IT Help Desk 330-835-2666