

# Integra Telecom Reject FAQ

## Purpose

The purpose of this document is to assist in the resolution of various reject reasons for the PORT OUT LSR portal.

### Reject Notice & Resolution

Reject	Resolution
<b>Telephone Number(s) have a Local Carrier Freeze</b>	Customer must contact Integra to have Local Carrier Freeze removed. Once freeze is removed submit the LSR as a supplement to continue the order.
<b>Customer name on LSR does not match account name</b>	Verify customer name by pulling CSR. Correct the name on the LSR and resubmit the LSR as a supplemental order.
<b>Pending order currently exist against the Telephone Number(s)</b>	Order cannot be processed until pending orders have been cleared. Please contact the market area of your order for assistance. Once issue has been cleared resubmit the LSR as a supplemental order.
<b>Multiple accounts have been found for the Telephone Number(s)</b>	Verify the Telephone numbers on the LSR vs. the CSR. Generally this is either a typo situation or a number not on the CSR is included in the LSR. Resubmit the LSR with a new PON and Version 01. Do not supplement the original LSR.
<b>No account found for the Telephone Number(s).</b>	Verify telephone number(s) on the LSR vs. the CSR. Resubmit the LSR with a new PON and Version 01. Do not supplement the original LSR.
<b>Original PON Version not found. Supplement not allowed</b>	<ol style="list-style-type: none"> <li>Version 01 was rejected by the system so a supplement is not allowed. Submit with a new PON and Version 01.</li> <li>A supplement version was sent without the supplement field being flagged. Flag the supplement field and resubmit new version.</li> </ol>
<b>PON Version already exists. Please correct and resubmit</b>	<ol style="list-style-type: none"> <li>Submit a new PON and Version 01.</li> <li>Supplement order with new version and flag the supplement field.</li> </ol>
<b>Order has been completed or cancelled.</b>	Submit order with a new PON number and Version 01. Supplement not allowed.
<b>Non numeric characters are not allowed in the Version field.</b>	Change version to 01 and resubmit. Most commonly this appears when the LSR is submitted with a version 00.
<b>Telephone Number(s) are not currently ported to Integra.</b>	Please contact the local market for assistance. If the LSR needs to be resubmitted this should be done as a supplemental order.
<b>Version number must start with 01. Numerical characters only</b>	User should change to version 01 and resubmit.
<b>Address on LSR does not match customer records. Please correct and resubmit</b>	Verify address on LSR vs. the address on the CSR. After correction of address information resubmit the LSR as a supplemental order. For questions please contact the local market.
<b>Authorization information on LSR is missing or incorrect. Please correct and resubmit</b>	Correct the authorization information on the LSR and submit a supplemental order. If questions need further assistance please contact the local market for assistance.
<b>Company code or SPID is missing from LSR.</b>	User should fill in the CC field and resubmit a supplemental order.
<b>Requested Due Date cannot exceed 30 days from current date</b>	User should change the due date and resubmit a supplemental order. Or submit the supplemental order to cancel the request.
<b>LSR does not meet Simple Port Criteria. Additional fields are required.</b>	User needs to create the LSR as a Non Simple Port Request order in the application and resubmit. A new PON and Version 01 will need to be used.