

# WITS 3 Disconnect Types When Leaving the Contract

The following instructions should be followed when end user agencies are transitioning telephone numbers (TNs) from the WITS 3 contract to another contract. These transitions fall into one of three categories:

- Transitioning the TNs to a new contract using the same vendor.
- Transitioning the TNs to a new vendor via porting.
- Transitioning the TNs to a new vendor via change of ownership (new vendor assumes ownership of services which will remain provided by the WITS vendor).

Please work with your gaining vendor to identify which scenario applies. Once the agency has identified which scenario applies, please follow the detailed steps outlined below.

## Transitioning the TNs to a new contract using the same vendor

1. Follow the steps outlined in the WITS 3 LNP Engagement Process to obtain GSA's release of the TNs.
2. Work with your vendor's account team for specific transition steps, which typically are handled via a back-office transition.
3. Typically, the WITS 3 inventory and billing is cared for in this scenario as part of the back-office transition. The account team will indicate if the agency needs to take any action to remove the WITS 3 TNs from inventory and billing.

## Transitioning the TNs to a new vendor via porting

1. Follow the steps outlined in the WITS 3 LNP Engagement Process to obtain GSA's release of the TNs.
2. Once the agency receives the Customer Service Record (CSR), they will provide that to the new vendor, which will submit port orders on behalf of the agency.



3. Once the gaining carrier receives their Local Service Request (LSR) Firm Order Commitment (FOC) date(s) from the Verizon National Wholesale Center (NMC), the agency POC or if assigned, the Verizon PM is required to send the FOC date to [witscivilian@verizon.com](mailto:witscivilian@verizon.com) or [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com) (using the same NSPE number assigned from the request in step 1) in order to meet the required disconnect date.
4. The final step in this process is to remove the WITS 3 telephone numbers (and associated circuits) from Service@once (post port) which will cease WITS 3 billing and minimize potential dialing discrepancies. To accomplish this, 2-3 days prior to the port FOC date the agency WITS 3 DAR is required to submit a request to [witscivilian@verizon.com](mailto:witscivilian@verizon.com) or [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com) requesting the ported telephone numbers be disconnected from Service@once. This request should clearly indicate that the new carrier has completed a port. The Federal Service Center representative will use the actual FOC disconnect date for Service@once disconnects.

## Transitioning the TNs to a new vendor via change of ownership

1. Follow the steps outlined in the WITS 3 LNP Engagement Process to obtain GSA's release of the TNs.
2. Once the agency receives the Customer Service Record (CSR), they will provide that to the new vendor, which will identify specific groupings of TNs to be transitioned at set dates.
3. The agency WITS 3 DAR is required to send approval for the transfer of ownership to [witscivilian@verizon.com](mailto:witscivilian@verizon.com) or [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com) for each transition phase. A template for this notification is provided below. Do not include the NSPE assigned during step 1 for this request or from an earlier transition phase. The new vendor will provide the details for this template.
4. The agency WITS 3 DAR will receive an acknowledgment of the request with an NSPE number assigned, which the DAR will provide to their new vendor.
5. The new vendor will work with the Verizon National Wholesale Center to accomplish the change of ownership. The vendor must provide the NSPE received in step 4.
6. The new vendor will notify the agency WITS 3 DAR when the change of ownership is complete.
7. The agency WITS 3 DAR will send notice to [witscivilian@verizon.com](mailto:witscivilian@verizon.com) or [witsmilitary@verizon.com](mailto:witsmilitary@verizon.com) that the change of ownership is complete and that the WITS 3 TNs should be removed from inventory and billing. This request should clearly note that the TNs have been transitioned via a change of ownership and the disconnects are for billing only. The NSPE received in step 4 should be included in the subject line of this request.

## Template for approval of change of ownership

Dear Verizon WITS team,

Please accept this email as approval for below lines to migrate to (NEW VENDOR NAME) via transfer of ownership to Wholesale Advantage

- (New Vendor) PON:
- WITS Approval to migrate account ATN: XXX-XXX-XXXX
- List of WTNS being requested to migrate under the specified ATN.

**Please contact your account representative if you have any questions or need more information.**

