



VoIP Route SLA's (Service Level Agreements)

SERVICE ACTIVATION SLA'S

SERVICE	SLA	CONTACT
Bulk DID Orders	30-Business Days	porting@myvoiproute.com
Vanity Toll-Free Orders	30-Business Days (based on availability)	porting@myvoiproute.com
Endpoint Activation	Next Business Day	porting@myvoiproute.com

NUMBER PORTING SLA's

SERVICE	SLA	CONTACT
Standard Ports (< 50 DIDs)	30-Business Days	porting@myvoiproute.com
Project Ports (> 50 DIDs from One Losing Carrier)	30-Business Days	porting@myvoiproute.com
Migration Ports (> 50 from Multiple Losing Carriers)	60-Business Days	porting@myvoiproute.com
Toll-Free Ports	30-Business Days	porting@myvoiproute.com

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