

Roxanne K. Hacker

From: Roxanne K. Hacker
Sent: Tuesday, January 6, 2026 8:56 AM
To: Roxanne K. Hacker
Cc: Belinda A. Stark; Cary A. Kirtz
Subject: FW: ACTION REQUIRED - 2026 Service Provider Annual Continued Qualification (ACQ) Has Begun!

ITCI Clients,

You probably received the email below or will soon. If not, you can use this one to complete the qualification. This is a requirement that must be completed by March 25, 2026.

If you have any issues with completing the qualification using the directions provided in the email, let me know. Please let me know when this has been completed by sending a copy of the confirmation email.

Thank you.

From: LNPA Account Management <LNPA-ACCT-MGMT@LIST.NUMBERPORTABILITY.COM> **On Behalf Of** LNPA-Acct-Mgmt

Sent: Tuesday, January 6, 2026 8:31 AM

To: LNPA-ACCT-MGMT@LIST.NUMBERPORTABILITY.COM

Subject: ACTION REQUIRED - 2026 Service Provider Annual Continued Qualification (ACQ) Has Begun!



The 2026 ACQ process is now underway. As an NPAC/SMS User, you have an obligation to comply with the Annual Continuation Qualification (ACQ) requirements^[1]. Instructions are provided below on how to complete your ACQ via the NPAC Customer Portal.

If there have been changes to your proof of operating authority and/or application information, then you should immediately contact Account Management and we will assist you in updating your application. In particular, the following types of changes require you to contact Account Management:

- Change to the Applicant Type (Wireless, Wireline, VoIP)
- Addition or deletion of NPAC Region(s) in which you are doing business
- Change in Proof of Operating Authority (e.g., Certificate of Public Convenience and Necessity (CPCN), FCC Radio License, or FCC Proof of Numbering Authority)

You do **not** need to notify Account Management for Contact changes, however, to ensure your contacts are up-to date, we encourage your company to make changes throughout the year. Any Primary contact within your company can make the changes at any time via the NPAC Customer Portal. In particular, please be sure that your porting contacts are up to date as other Service Providers may use those contacts during the porting process.

If there have been no changes to your proof of operating authority and/or application information, then please follow the instructions below.

Steps to complete your ACQ Attestation:

1. Login to the NPAC Customer Portal (<https://portal.numberportability.com/>)

- a. If you do not remember your password, or if you get an 'Invalid' error:
 - i. click on the 'Forgot your password?' text
 - ii. enter your email address in the Username and Email Address fields
 - iii. click on Submit
 - iv. follow the directions in the email you receive to login with a temporary password
 - v. reset your password

Contact Account Management if you need assistance.

- b. Once in the Customer Portal, you will either land on the main page or be taken directly to the Attestation page.
 - i. If you land on the main Customer Portal page after logging in, please select 'the 'Project Rep Corner' menu item at the top of the screen and select 'ACQ' from the drop-down menu.
- c. Once the ACQ Attestation page appears, options are:
 - i. Once you have reviewed and concurred with the attestation language, please click the 'I Attest' button
 - ii. If your company will need to review the attestation language prior to attesting, you can click the Email me a Copy of ACQ button to request an email copy of the attestation text. Once your review is complete, then you must return to the Customer Portal to attest.
 - iii. Once you attest, you will receive an email copy of ACQ completion for your records.
 - iv. If you have any questions, please click the 'Email Account Management...' link shown on the top right section of the page

NOTE: If you are a Project Representative for both SP and PTRS companies, then you need to attest to the SP and PTRS company(ies) separately. Select the Attest to My: Service Provider(s) radio button to see the SP attestation language.

Please complete your ACQ Attestation at your earliest convenience, but no later than March 25th.

You may review your company information from the Customer Portal. Select the 'Project Rep Corner' menu item at the top of the screen and select 'Company Data' from the drop-down menu. Please review your Law Enforcement Contact Information, SPID/Region Information, and 499 Filer Information by selecting these tabs. From each tab, you may request changes directly through the NPAC Customer Portal.

IMPORTANT REMINDER ON PERMITTED USE AND DISTRIBUTION OF USER DATA AND DERIVED DATA!

Your Regional User Agreement also stipulates that any entity, including Affiliates or subsidiaries, to which you provide User Data, and/or Derived Data,^[2] **must also be** a registered NPAC/SMS User or PTRS User in that Region in order for you to provide such entity the User Data or Derived Data. If there are entities to which you provide User Data and/or Derived Data that are not currently registered as a NPAC/SMS User or PTRS User in the appropriate Region, those entities **must immediately** either: 1) execute a NPAC/SMS User Agreement, a NPAC/SMS PTRS User Agreement, or a Contracted Network User (CNU) Agreement, or 2) you **must immediately cease** providing those unregistered entities User Data and/or Derived Data.

For password or login questions, please contact the iconectiv Helpdesk at npac@iconectiv.numberportability.com.

All other questions/issues, please contact iconectiv Account Management at lnpa-acct-mgmt@iconectiv.numberportability.com.

Regards,

LNPA Services Account Management Team

LNPA-Acct-Mgmt@iconectiv.numberportability.com

www.numberportability.com



[1] Regional User Agreement Section 6.6.2

[2] Regional User Agreement Section 6.4.1 for “Use of User Data and Derived Data”