

From: [Larry Samiano](#)
To: [Larry Samiano](#); [Emmersonn Nicolas](#); [Mike Windham](#)
Cc: [Lucy Chu](#); [Rizalina Mabahague](#); [Anton Bunag](#); [CSR](#)
Subject: Re: [External] AireSpring - Contact Us Form - 1360653 - Spalding County - Sheriff's Dept - CSR
Date: Monday, February 06, 2023 8:00:31 PM
Attachments: [image001.png](#)
[image.png](#)
[image.png](#)
[NSPE0016490348.xlsx](#)

Hello Emmersonn and Mike,

Please see the attached **CSR Copy from our partner carrier MCIMetro**. In case that the customer is porting out their numbers, please have their gaining carrier to use the exact CSR information to avoid port rejection.

Best Regards,

Larry Samiano

LNP Coordinator



larry.samiano@airespring.com

www.airespring.com | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

7800 Woodley Ave | Van Nuys, CA 91406 | USA

From: Larry Samiano <larry.samiano@airespring.com>
Sent: Monday, February 6, 2023 3:50 PM
To: Emmersonn Nicolas <emmersonn.nicolas@airespring.com>; mwindham@spaldingcounty.com
<mwindham@spaldingcounty.com>
Cc: Lucy Chu <Lucy.Chu@airespring.com>; Rizalina Mabahague
<Rizalina.Mabahague@airespring.com>; Anton Bunag <Anton.Bunag@airespring.com>; CSR
<csr@airespring.com>
Subject: Re: [External] AireSpring - Contact Us Form - 1360653 - Spalding County - Sheriff's Dept - CSR

Hello Emmersonn,

The following TNs are active with us (Airespring SPID 996H). Unfortunately, **we do not provide CSR**. Customer would need to use their phone bill from us.

7702284167

7704674076

7704674210

7704674225

7704674233

7704674245

7704674273
7704674274
7704674282
7704674286
7704674360
7704674373
7704674376
7704674380
7704674384
7704674385
7704674725
7704674727
7704674730
7704674750
7704674757
7704674758
7704674760
7704674761
7704674762
7704674772
7704674774
7704674776
7704675408
7704675411
7704675427
7704675433
7704675463
7704675469
7704675484
7704675489
7704675490

We recently changed our port-out process and now require all port-out requests to be submitted through our Vendor Port-Out Portal.

If you have not registered in the portal yet, you will need to sign up for a free PortControl account to begin.

Sign up here: <https://app.porting.com/#/Signup>

Vendor knowledge base: <https://atlc.zendesk.com/hc/en-us/sections/4407860671635-VPOP-Vendor-Portout-Portal>

New registrations typically take one business day to activate before you can start submitting port-out requests in the portal. Please be sure to register as soon as possible to avoid any interruption in our process.

For the remaining TNs on the Account, these TNs are active with our partner carrier MCIMetro.

CSR Copy request sent to our partner carrier. Due to the amount of TNs, this may take 4-5 business days. We will send you an email update as soon as we have your requested information/document.

Best Regards,

Larry Samiano

LNP Coordinator



larry.samiano@airespring.com

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7800 Woodley Ave | Van Nuys, CA 91406 | USA

From: Emmersonn Nicolas <emmersonn.nicolas@airespring.com>

Sent: Monday, February 6, 2023 2:07 PM

To: mwindham@spaldingcounty.com <mwindham@spaldingcounty.com>; CSR <csr@airespring.com>

Cc: Lucy Chu <Lucy.Chu@airespring.com>; Rizalina Mabahague <Rizalina.Mabahague@airespring.com>; Anton Bunag <Anton.Bunag@airespring.com>

Subject: RE: [External] AireSpring - Contact Us Form - 1360653 - Spalding County - Sheriff's Dept - CSR

Hello Mike,

Thank you for reaching out to us.

We're adding the CSR Team to further assist with your request.

CSR request may take up to 3 business days to be available.

Hello CSR Team,

Kindly assist Mike with his CSR request.

Attached is the list of active DIDs on the account.

Thank you.

Best Regards,

Emmersonn Nicolas

Customer Service

How would you rate our Customer Service?

Take the survey now - <https://airespringssurvey.issuetrak.com/LoginSurvey.asp?SurveyID=111>



800.825.1055 Option 2 | 818.786.9225 Fax

Email: Customer Service customerservice@airespring.com

Trouble Tickets tt@airespring.com

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-----Original Message-----

From: mwindham@spaldingcounty.com <mwindham@spaldingcounty.com>

Sent: Monday, 6 February 2023 12:28 pm

To: airecare <airecare@airespring.com>

Subject: [External] AireSpring - Contact Us Form

This message is from mike windham - mwindham@spaldingcounty.com 7704688981.

I would like request our customer service record, please.