

IDT America | Trading Partner Profile



Company Name IDT America

Mailing Address 520 Broad Street
Newark , NJ 07102

OCN 363A

Hours of Operation 8:00am - 5:30pm EST

SPID 363A

Days of Operation Monday - Friday

Primary Porting Contact Information

Name IDT America/ Net2Phone

Telephone Number 973-438-2580

Email Address IDTAporting@idt.net

Escalation Contact Information

Amarelis Cruz or Mark Venino

973-438-2580

svcmgrs@idt.net

Method of Request	Email IDT Provided Excel Format to IDTAporting@idt.net	Use this form for single and multi-line orders
Due Date Interval	Simple Ports: Simple port rules apply. Non Simple Ports: 3 business days.	Request Thursday ports by 4:00 PM EST Monday
Response Interval	Simple Ports: Simple port rules apply. Non Simple Ports: 1 business day.	Responses are sent to the email address provided via the 'RESPOND TO' field on the required IDT LSR form. Sent via email by COB on Tuesday for LSRs received by 4:00 PM EST Monday.
Required fields for validation	TN and subscriber account number.	
Cancel and Reschedules	Cancel or reschedule with a supplemental order before 12:00 EST on the day after the due date. Subscribers will be redirected to you if they call IDT or our partners to cancel or reschedule	The line will be removed 48 hours after noon of the due date (subscriber's local time zone) if a cancel or reschedule is not received

IDT America | 2024 Holiday Schedule



New Year's Day	Closed	1-Jan-24
Martin Luther King Day	Open	
President's Day	Open	
Good Friday	Morning	29-Mar-24
Memorial Day	Closed	27-May-24
Independence Day	Closed	4-Jul-24
Day after Independence Day	Closed	5-Jul-24
Labor Day	Closed	2-Sep-24
Columbus Day	Open	
Election Day	Open	
Veteran's Day	Open	
Thanksgiving Day	Closed	28-Nov-24
Day after Thanksgiving	Closed	29-Nov-24
Christmas Eve	Closed	24-Dec-24
Christmas Day	Closed	25-Dec-24

IDT America | Local Service Request Template



Your Company Name:	
Street Address:	
City, State and Zip:	

LOCAL SERVICE REQUEST *(Please use .xlsx sheet for request, email request to IDTAporting@idt.net)*

Version	PON	Date Sent

Initiator Contact Information

INITIATOR	TEL NUMBER	EMAIL	RESPOND TO
			The email address for the FOC response

End User Information and Ported Number(s)

PORTED NUMBER	ACCOUNT NUMBER	ZIPCODE	DDD	RELEASE TIME	CC	SPID	SUP
	16 digit Numeric Value			Default is 2000 hr on the day before the DDD			1 - CANCEL 2 - DDD CHANGE 3 - CORRECTION