**0065  LSR SUPPs, Expedites, Due Date Changes**

Submitted By Team: LNPA-WG | Date Logged: 05/04/10

**Background:**

**Decisions/Recommendations**

Agreement was reached in the LNPA WG that service providers should continue to follow the ATIS OBF (Alliance for Telecommunications Industry Solutions, Ordering and Billing Forum) LSR guidelines when submitting a supplement to cancel, change the due date or change data values on a previous order for any port to or from a wireline carrier.  Per the current (Jan. 2010) LSR Guidelines, Expedites are not allowed on a simple port request.

If a New Network Service Provider (NNSP) finds for some reason that they will not be able to complete a port request on the original Due Date, they must submit a supplement changing the Due Date to the Old Network Service Provider (ONSP) to prevent the customer being put out of service.  When the port is a simple, next business day port request submitted before 1:00PM in the predominant time zone of the NPAC region in which the number is being ported (Due Date the next business day) and it is necessary to change the Due Date, it is critical that the New Service Provider (NSP) send the Old Service Provider (OSP) a supplement changing the Due Date before the OSP's porting center's closing business hour.  For those carriers that disconnect on the due date, they must accept SUPPs up until 9:00PM on Day 1.

Following are the three options for the ONSP to disconnect the number per the NANC Flow Narratives [(1.) will not be done until the old Service Provider has evidence that the port has occurred, or (2.) will not be scheduled earlier than 11:59 PM one day after the due date, or (3.) will be scheduled for 11:59 PM on the due date, but can be changed by an LSR supplement received no later than 9:00 PM local time on the due date.]

The response to the supplement should follow the industry standard response times, i.e., a non-simple port request should receive a response to a request/supplement within a maximum of 24 hours and a simple, next business day port request/supplement should receive a response within a maximum of 4 hours of having received the request/supplement.  (A request/supplement received before 1:00PM in the predominant time zone of the NPAC region in which the number is being ported, must receive a response within 4 hours that day in that time zone.  A request/supplement received after 1:00PM in that time zone, must receive a response before Noon of the next business day.)

The timing of the request/supplement should be considered when populating the Due Date to prevent the request/supplement being rejected by the OSP for an invalid Due Date further delaying the port.

NOTE 1:  This Best Practice was approved by the LNPA WG at its March 2010 meeting.  Subsequent to its approval by the LNPA WG, Best Practice 65 was reviewed by the North American Numbering Council (NANC) at its May 21, 2010 meeting and endorsed by the NANC at the request of the LNPA WG.

[**0065 090209\_03\_Supplemental\_LSRs\_v2**](https://numberportability.com/documents/141/0065__090209_03_Supplemental_LSRs_v2_kmKDhxS.pdf)

NOTE 2:  The following redlines were approved by LNPA WG at the March 6, 2013 meeting, and will be presented for approval to the NANC in their May 2013 meeting.  If approved at the NANC, it will be sent to the FCC for approval.

* [**0065 Redline PIM 81 LNP Process Flow and BP 65 Consensus changes\_6Mar2013**](https://numberportability.com/documents/143/0065_Redline_PIM_81_LNP_Process_Flow_and_BP_65_Consensus_changes_6Mar2013_mgxDdIy.pdf)

Download the document [**0065 Redline PIM 81 LNP Process Flow and BP 65 Consensus changes\_6Mar2013**](https://numberportability.com/documents/143/0065_Redline_PIM_81_LNP_Process_Flow_and_BP_65_Consensus_changes_6Mar2013_mgxDdIy.pdf)

NOTE 3:  The NANC approved Best Practice 65 and the associated NANC LNP Process Flows in their September 2013 meeting.  The NANC forwarded their recommendation for approval to the FCC on October 17, 2013.

NOTE 4:  After a Public Comment cycle was completed, Best Practice 65 was approved and mandated by the FCC in DA 14-842 dated June 20, 2014.