**Response Interval Guidelines for End User Customer Issues After Port Activation**

*Submitted By: NPIF*

*Accepted: 06/08/2021*

*Updated: 06/07/2022*

*Version: 2*

**Version History:**

As a follow up to PIM 137 - Clarification on OLSP removing translations when 10-Digit Triggers can’t be set, a draft of this Best Practice was created and reviewed at the 06/08/2021 meeting of the NPIF (Number Portability Industry Forum). Consensus was reached that a Best Practice was required, and the draft was assigned #075. In addition, an Action Item was created, 06082021- 03, for Allstream to update the draft of BP 075 based on feedback from discussions at the 06/08/2021 NPIF meeting.

This Best Practice was discussed again at the 09/07/2021 NPIF and a new Action Item was taken 09072021-01 for Verizon to draft additional language for this Best Practice. The draft language was discussed at the 11/02/2021 NPIF meeting and Service Providers were asked to review the proposed language. After several meetings, no additional changes were made to the proposed language and consensus was reached at the 06/07/2022 NPIF meeting to accept the latest version of the Best Practice (Version 2).

**Back-ground:**

Create a best practice for setting guidelines for ONSP and NNSP response times when end user customer service impacting issues occur after a number port activation.

**Decisions/Recommendations**

As the LNP process becomes more automated, parties might not be aware that ports may have dropped from automated LNP provisioning processes which result in end user service impacting issues. This best practice is intended to provide guidelines to service providers and to set expectations for response times.

If an NLSP/NNSP or an ONSP reports that an end user customer is experiencing issues related to a number port activation (e.g. dial tone but is unable to receive calls due to an incomplete 10 digit trigger or other incomplete LNP task), the parties will review the status of their LNP Provisioning tasks (e.g. removing translations) in an expedited manner and with the appropriate level of urgency that will allow the task completion as quickly as possible. While there is no mandated timeline associated with resolving end user customer issues related to number porting, these issues typically can be resolved within a four (4) – eight (8) business hour window.

If a NNSP activates a port during non-business days or holidays, the ordering NNSP should be aware that there may not be any support from ONSP provisioning group. Where possible, the NNSP should be able to address the incomplete LNP Provisioning with the ONSP trouble reporting centers.