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Please note, the Cancellation Conflict Process is reached only for "concurred" subscriptions.

**Step 1:  Notify Provider – NPAC updates subscription to conflict, logs conflict, and notifies NNSP and ONSP**

* This is the entry point from the [**Inter-Service Provider LNP Operations Flows – Cancellation Flow For Provisioning Process, tie point CC, Figure 12**](https://numberportability.com/industry-info/lnpa-working-group/nanc-lnp-process-flows/cancellation-flow-for-provisioning-process) .
* If the NNSP does not provide a cancellation notification message to NPAC, in spite of a Cancellation LSR from the ONSP and a reminder message from NPAC, the subscription is placed in a *conflict*  state.  NPAC also writes the proper conflict cause code to the subscription record, and notifies both SPs, with proper conflict cause code, of the change in status via the SOA interface.
* For the notification process, refer to Inter-Service Provider LNP Operations Flows – Reseller/Interconnected VoIP Provider/Type 1 Notification, Figure 8.
* Both SPs take appropriate action related to internal work orders.

**Step 2:  Did NPAC receive cancel message from NNSP?**

* Only “missing cancellation ACK from New SP” subscriptions reach this point in the process flow.  The subscription will transition to pending or cancel.
* With the subscription in *conflict* , it is only the NNSP who controls the transaction.  The NNSP makes a concerted effort to contact the ONSP prior to proceeding.
* If Yes, go to Step 3.
* If No, go to Step 5.

**Step 3:  NNSP notifies NPAC to cancel subscription**

* The NNSP may decide to cancel the subscription.  If so, they notify NPAC of this decision via the SOA interface.

**Step 4:  Notify Provider – NPAC updates subscription to cancel, logs cancel, and notifies NNSP and ONSP**

* Following notification by the NNSP to cancel the subscription, NPAC logs this information, and changes the subscription status to *canceled* .  Both SPs are notified of the change in the subscription status via the SOA interface.
* For the Notification process, refer to [**Inter-Service Provider LNP Operations Flows – Reseller/Interconnected VoIP Provider/Type 1 Notification, Figure 8.**](https://numberportability.com/industry-info/lnpa-working-group/nanc-lnp-process-flows/reseller-interconnected-voip-provider-type-1-notification-process)
* Both SPs take appropriate action related to internal work orders.
* [**Return to Main Porting Flow, tie point Z, Figure 6.**](https://numberportability.com/industry-info/lnpa-working-group/nanc-lnp-process-flows/main-porting-process)

**Step 5:  Has conflict expiration window expired?**

* At this point in the process flow, the subscription status is *conflict* , and is awaiting conflict resolution or the expiration of the tunable window (Conflict Expiration Window, current value of 30 days).
* If Yes, go to Step 6.
* If No, go to Step 7.

**Step 6:  Notify Provider – NPAC updates subscription to cancel, logs cancel, and notifies NNSP and ONSP**

* After no response from the NNSP for 30 calendar days regarding this particular subscription, NPAC changes the status to *canceled*  and notifies both SPs of the change in status via the SOA interface.
* For the notification process, refer to Inter-Service Provider LNP Operations Flows – – Reseller/Interconnected VoIP Provider/Type 1 Notification, Figure 8.
* Both SPs take appropriate action related to internal work orders.
* [**Return to Main Porting Flow, tie point Z, Figure 6.**](https://numberportability.com/industry-info/lnpa-working-group/nanc-lnp-process-flows/main-porting-process)

**Step 7:  Did NPAC receive resolve conflict message from NNSP**

* The NNSP may choose to proceed with the porting process, in spite of a cancellation message from the ONSP.  As both SPs are presumably basing their actions on the End User’s request, and each is apparently getting a different request from that End User, each should ensure the accuracy of the request.
* If the NNSP decides to proceed with the porting, they send a resolved conflict message via the SOA interface.
* It is the responsibility of the NNSP to contact the ONSP, to request that related work orders which support the porting process are performed.  The ONSP must support the porting process.
* If Yes, go to Step 8.
* If No, return to Step 2.

**Step 8:  Has NNSP conflict resolution restriction expired?**

* At this point in the process flow, the subscription status is *conflict* , and is awaiting conflict resolution or the expiration of the tunable window (current values of six hours for wireline-involved Non-Simple Ports [Long Conflict Resolution New Service Provider Restriction], two hours for wireline-involved Simple Ports [Medium Conflict Resolution New Service Provider Restriction], and six hours for wireless [Short Conflict Resolution New Service Provider Restriction]).
* The conflict resolution restriction window is only applicable the first time a subscription is placed into conflict, whether the conflict is invoked by the NPAC due to this process, or placed into conflict by the ONSP.
* If Yes, go to Step 9.
* If No, go to Step 10.

**Step 9:  Notify Provider – NPAC notifies NNSP and ONSP of ‘conflict off’ via SOA**

* For the Notification process, refer to [**Inter-Service Provider LNP Operations Flows – Reseller/Interconnected VoIP Provider/Type 1 Notification , Figure 8.**](https://numberportability.com/industry-info/lnpa-working-group/nanc-lnp-process-flows/reseller-interconnected-voip-provider-type-1-notification-process)
* NPAC notifies both SPs of the change in subscription status.  The porting process resumes as normal, [**at tie-point BB, Figure 6.**](https://numberportability.com/industry-info/lnpa-working-group/nanc-lnp-process-flows/main-porting-process)

**Step 10:  NPAC rejects the resolve conflict request from NNSP**

* The NNSP has sent the resolve conflict message before the expiration of the conflict resolution restriction window.  NPAC returns an error message back via the SOA interface.
* Return to Step 2.