NANC – LNPA Working Group Problem/Issue Identification Document

# LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 12/07/1999 **PIM 005 v2**

**Company(s) Submitting Issue**: Ameritech - SBC

**Contact(s): Name** Donna Navickas

**Contact Number** 847/248/4487

**Email Address** [dnavickas@msn.com](mailto:dnavickas@msn.com)

**(NOTE: Submitting Company(s) is to complete this section of the form along with Sections 1, 2 and 3.)**

1. **Problem/Issue Statement:** (Brief statement outlining the problem/issue.)

**INADVERTENT PORTING**

An “inadvertent port” is a condition is encountered when an out of service customer contacts their current service provider’s repair center. Repair technicians uncover an “inadvertent port” through routine trouble analysis processes. These processes include line testing to validate that the customer’s TN is provisioned within the SPs facilities (network and loop). In addition the processes include the validation of pending order activity.

If the technician finds that the customer is provisioned within their facilities, there is no evidence of requested order activity, but the customer’s line has been ported to another SP – this is considered an “inadvertent port”.

The particular process addressed by this PIM only addresses the “inadvertent port” conditions when the current service provider is unable to contact the other SP to undo the “inadvertent port”. This normally occurs in an off-hour situation.

More details concerning possible scenarios and suggested process changes are contained within this document.

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.) There are certain instances where customer lines are ported in error i.e. “Inadvertent Porting”. There are several circumstances under which this may occur. Below are listed some possible scenarios. These scenarios result in a customer being out of service. The intent of this submission is to minimize the amount of time that a customer must be out of service.
   1. **Examples & Impacts of Problem/Issue:**

# “INADVERTENT PORTING”

POSSIBLE SCENARIOS

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1. New SP typed in the wrong data i.e. TN; Old SP inputs “conflict”
   * New SP misses conflict and erroneously activates wrong TN

NANC – LNPA Working Group Problem/Issue Identification Document

## customer oos (out of service) – “Old” SP has to coordinate with “New” SP to “unport” customer

1. Old SP typed in the wrong TN
   * New SP erroneously matches and activates wrong TN

## customer oos –have to coordinate to “unport” customer

1. Old SP typed in the wrong SPID
   * Wrong New SP erroneously matches and activates TN

## customer oos- “Old” SP has to coordinate with SP to “unport” customer

1. New SP submits LSR with range of TNs for business customer. Old SP provides FOC on submitted range. One TN within range did not belong to this business customer and both old and new SPs “inadvertently port” incorrect customer.

## Customer oos- “Old” SP has to coordinate with SP to “unport” customer

1. Frequency of Occurrence: multiple times weekly
2. NPAC Regions Impacted:

Canada Mid Atlantic Midwest Northeast Southeast Southwest Western

West Coast ALL **X**

1. Rationale why existing process is deficient: Customers are taken out of service and there is no graceful off-hour solution to restore quickly.
2. Identify action taken in other committees / forums:

F. Any other descriptive items:

## Suggested Resolution:

All scenarios in which customers are out of service are unacceptable and currently there

are no graceful processes, particularly in off-hours to restore customers. These scenarios usually involve the Old SP attempting to restore a customer’s service. Primarily, this condition is encountered in an off-hour. Often the contact info provided is either inaccurate (SP not available or no answer) or the emergency contact does not have either

NANC – LNPA Working Group Problem/Issue Identification Document

LNP expertise or authorization to assist in the solution. The following proposed process would facilitate the resolution of this problem state:

1. Old SP attempts to contact New SP
   * if able to contact and resolve –OK- END
   * if no – proceed to #2

Old SP contacts NPAC to perform required SP action to restore customer (create matching SV) with “emergency action” form. See attached

1. NPAC attempts to contact new SP
   * if able to contact and resolve –OK- END
   * if unable to contact proceed to #4
2. NPAC inputs matching create in lieu of New SP
3. NPAC personnel notify (email?) New SP of action taken
4. **Final Resolution:**

This PIM resulted in the creation of an M&P, which has been posted to the website

**LNPA WG:** (only) Final Resolution Date: 12/18/2002

Item Number: 005 v2 Related Documents:

Issue Resolution Referred to:

Why Issue Referred: