LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 10/25/2000 **PIM 008 v2**

**Company(s) Submitting Issue**: Allegiance

**Contact(s): Name** Charlotte Matz

 **Contact Number** (206) 267-9208

 **Email Address** charlotte.matz@algx.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.)

Telephone numbers get ported from a specific JIP with the incorrect LRN which route customer to wrong receiving office.

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)

A. Examples & Impacts of Problem/Issue:

TN 415-974-6243, JIP=415592 has been ported to LRN=2062670000 for several weeks. LRN=2062670000 belongs to Allegiance in Seattle, but the above customer does not belong to Allegiance. The customer places a lot of calls daily and is shipped to us in Seattle. The customer’s calls are failing. The switch is taking routing errors. I have tried for several weeks to find a contact number for JIP=415592, but no one can help me. On a regular basis we get numbers routed to us in error. Usually, they are from JIPs in this area, and I can just call them direct.

B. Frequency of Occurrence: Frequency:

More than 5 times/month

1. NPAC Regions Impacted:

 Mid Atlantic \_\_\_ Midwest\_\_\_ Northeast\_\_\_ Southeast\_\_ Southwest\_\_\_ Western\_X\_\_

 West Coast\_\_\_ ALL

D. Rationale why existing process is deficient:

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

1. **Suggested Resolution:**
2. **Final Resolution:**

 Based on the author’s discussion with the LNPA co-chair, this PIM will be closed. The LNPA agreed there is no need for additional documentation to track the owners of JIPs.

**LNPA WG:** (only) Final Resolution Date: 10/09/2001

Item Number: PIM # 008 v2 Related Documents:

Issue Resolution Referred to:

Why Issue Referred: