LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 04/27/2001 **PIM 013 v2**

**Company(s) Submitting Issue**: ATT Wireless

**Contact(s): Name** Stephen Sanchez

 **Contact Number**

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**(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.)

OSP removes switch translations on or near due date, and the number has not been ported to the new Service Provider

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

It was discussed that the10-digit trigger may not be the appropriate mechanism. Change in due date may not be enough to stop the port from happening. Some carriers are able to stop the port but not 100% of the time.

1. Frequency of Occurrence:

Ongoing

1. NPAC Regions Impacted:

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

 West Coast\_\_\_ ALL\_X\_\_

1. Rationale why existing process is deficient:

SPs may not be following the process. They are doing the disconnect before the activation resulting in an out of service condition. In addition a majority of the problems seem to occur on weekends and evenings. It was stated that 12-15% have the problem where customer is left without dial tone. Several SPs stated they seek positive confirmation before doing the disconnect to avoid such situations. Some SPs generally do the disconnect only when the activate occurs within their automated systems. Many SPs accept notifications of change until 7 or 8 pm in order to reduce the occurrences of these situations. Several SPs use a Due Date + 1 process so as not to disconnect customers in these situations.

1. Identify action taken in other committees / forums:

NNPO is currently working this issue. However, if revisions are needed to the NANC flows then they need to be done here. But if there are operational issues that need to be addressed, that should take place at NNPO. Charles Ryburn will contact NNPO (David Taylor) to verify status, and possibly have them join the PIM discussion via conference call next month

1. Any other descriptive items: Other points identified include:

a) Possibility could be that it is related to the batch process

b) Coordinated cuts may decrease the number of occasions this happens

c) Performance requirements need to be considered in solution discussions

d) The ‘unlock’ of 911 records are keyed off the disconnect

Clarification: We are talking about switch translations. This is specific to where there is no loop reuse or anything that does not use the local loop (fixed wireless, cable telephony). Situation is exacerbated in residential market.

1. **Suggested Resolution:**

1. Check on the NPAC notice. Monitor the NPAC as evidence of the port.

2. Use the LSR process. Look at the requirements that are in place in the OBF guidelines as they relate to the New SP.

1. **Final Resolution:**

The final version of the revised text, approved by the LNPA-WG February 7th, reads as follows:

After update of its databases, the old Service Provider removes translations associated with the ported TN. The removal of these translations (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 of the 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. This LSR supplement must be submitted in accordance with local practices governing LSR exchange, including such communications by telephone, fax, etc.

New language submitted to NANC 2/12/02 for update of Inter-Service Provider LNP flows.

**LNPA WG:** (only) Final Resolution Date: 02/12/2002

Item Number: 013 v2 Related Documents:

Issue Resolution Referred to: \_\_\_NNPO\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why Issue Referred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_