LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 03/07/03 **PIM 024 v2**

**Company(s) Submitting Issue**: NeuStar Pooling, AT& T Wireless

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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.)

Blocks that are being assigned to Service Providers are either contaminated when they are donated as a non-contaminated block or the blocks have been contaminated over 10%. This is causing customers to be out of service or blocks being exchanged for a less contaminated or non-contaminated block.

In addition when the PA has assigned a block, at times the block is being rejected in the NPAC for not having the NXX as opened in the NPAC as portable.

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

When a SP donates a block they mark the block as either contaminated or not contaminated. They do not indicate how many TN’s are contaminated. SP’s are suppose to do a Intra SP port on their contaminated TN’s prior to donating a block so that the block can be ported to the new SP and they can begin using the block on the effective date. The new SP should query the NPAC prior to assigning any TNs to determine which TN’s are contaminated and exclude those from their inventory assignment.

 In one situation what is happening is that a block is assigned, the new SP goes to put those numbers in service, the old SP has not done their Intra SP ports causing their customers to be out of service. To resolve this, the 1000 block has to be deported, so that the old SP can Intra SP port their numbers then the 1000 block is reported to the new SP.

In another situation a block has been assigned either uncontaminated or contaminated and it is discovered the block has over 10% contamination. In this case the block has to be deported and a new block has to be assigned to the SP.

When a block is assigned and the NXX is not opened for porting in the NPAC, the block is rejected. The SP of the code then has to go into the NPAC and add their code as portable so that the block can be then ported. Even though this may take a matter of minutes to add, getting a hold of the correct person at a company to do this may take some 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:

It is up to the SP’s to do their INTRA SP ports and make sure they take the 1000 block out of their inventories when donating the block. This is not always happening.

It is up to the SP to add their NXX to the NPAC as a portable NXX prior to donating blocks. They indicate so on their donation form. However, this has not been the case in many situations.

1. Identify action taken in other committees / forums:

Issue raised at INC on two different occasions, they felt the guidelines already addressed the issue by leaving the responsibility to the SP to do the necessary work when they donated the blocks.

F. Any other descriptive items: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Suggested Resolution:**

The following actions are proposed to resolve this issue:

Provide the PA access to the NPAC to check for contamination prior to the assignment of a thousands block.

Provide the PA access to the NPAC to check if the code is opened as portable.

1. **Final Resolution:**

This PIM resulted in execution of PA Change Order 41 for a one-time scrub of all 1K blocks currently in the pools. In addition Best Practice 044 – Pooled Block record discrepancies between PAS and NPAC was created.

**LNPA WG:** (only) Final Resolution Date: 11/14/2006

Item Number: 024 v2 Related Documents: BP 044

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

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